

Oracle Taleo Professional/Consulting Services Descriptions

December 15, 2016

Product	Offerings
Oracle Taleo Enterprise- Remote Systems Administration & Oracle HCM Cloud - Remote Systems Administration	Oracle Taleo Enterprise - Remote Systems Administration
Oracle Taleo Sourcing	Oracle Taleo - Sourcing
Oracle TBE Recruiting	Oracle TBE Recruiting – Implementation
Oracle TBE Onboarding	Oracle TBE Onboarding – Implementation
Oracle TBE Performance	Oracle TBE Performance – Implementation
Oracle TBE Compensation	Oracle TBE Compensation – Implementation
Additional Services for Oracle TBE	Oracle TBE – Add-on and Post Implementation
Technical Services for Oracle TBE	Oracle TBE– Technical Services
Oracle Taleo Learn	Oracle Taleo Learn - Implementation
Additional Services for Oracle Taleo Learn	Oracle Taleo Learn - Additional Consulting Services
Additional Services for Oracle Taleo Learn	Oracle Taleo Learn - Technical Services

Working with Oracle Professional Services for Oracle Taleo TBE & Oracle Taleo Learn: [Read](#) this section to understand what to expect after you purchase Consulting Services.

Oracle Taleo Enterprise- Remote Systems Administration and Oracle HCM Cloud -Remote Systems Administration

Oracle Taleo Remote Systems Administration – On Demand 12 Weeks

Part# B70498

Description of Services. Oracle will make available to you up to the set number of hours, specified in the ordering document, of Remote System Administration (“RSA”) assistance with your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
 - Adding new configuration to an implemented module; and
 - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
- Assist with the following security administration activities:
 - Design/create/update user roles;
 - Design/create/update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide any notices, and obtain any consents, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Business Edition services;
 - Any Taleo Learn services;
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services; and
 - Any services not expressly identified above.

Term and Consumption of Service Hours. For this order, you must purchase a minimum of twenty (20) hours and maximum of fifty (50) hours of Services. You may request and use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) weeks from -your order’s signature date(the “Professional Services Period”). Services hours used shall include actual time Oracle spends performing Services and any time spent estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Primary Contact. You shall designate two (2) individuals to serve as your primary contact (each a “primary contact”). Only a primary contact may submit requests for Services and such requests shall adhere to the process communicated to you by Oracle upon the commencement of Services.

Oracle Taleo Remote Systems Administration – 12 Months (100 Hours)**Part# B76076**

Description of Service. Oracle will provide you with up to one hundred (100) of Remote System Administration (“RSA”) assistance in your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
 - Adding new configuration to an implemented module; and
 - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;

- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
- Assist with the following security administration activities:
 - Design/create/update user roles;
 - Design/create/update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide any notices, and obtain any consents, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Business Edition services;
 - Any Taleo Learn services;
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services; and
 - Any services not expressly identified above.

Term and Consumption of RSA Hours. You may use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) months from your order’s signature date (the “Professional Services Period”). RSA hours shall be consumed based on actual time Oracle spends performing RSA services, including the time spent for estimating RSA request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional

or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Primary Contact. Only two (2) customer contacts may submit RSA Requests in adherence to the method and procedures designated by Oracle for RSA Request submissions; such procedures shall be communicated to you upon the commencement of RSA services.

Oracle Taleo Remote Systems Administration – 12 Month (200 Hours)

Part# B75220

Description of Service. Oracle will provide you with up to two hundred (200) of Remote System Administration (“RSA”) assistance in your Oracle Taleo Cloud service environment as follows (“Services”):

- Assist with features and configuration within implemented Oracle Taleo Cloud modules, which may include:
 - Adding new configuration to an implemented module; and
 - Updating existing configuration in an implemented module;
- Provide clarification on application features;
- Assist with functionality questions;
- Assist with testing of new configuration, release updates, or applied fixes or bundles;
- Assist with report creation, configuration & formatting (built using delivered fields and functionality);
- Assist with incremental data loads;
- Assist with documentation of issues to aid in Oracle Support Service Request (SR) creation and submission to Oracle’s support organization;
- Assist with validating SR and/or testing recommendations or workarounds provided by Oracle’s support organization; and
- Assist with the following security administration activities:
 - Design/create/update user roles;
 - Design/create/update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Provide any notices, and obtain any consents, required for Oracle to perform services.
- Your primary contacts (as defined below) shall initiate all requests for Services within the Professional Services Period (as defined below) using the designated method defined by Oracle and provide additional information (if any) requested by Oracle in a timely manner.
- You agree to make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the

processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for Oracle Taleo Cloud services that have been configured and tested and are in a production environment.
- At Oracle's discretion, Services may be provided from any of Oracle's global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Business Edition services;
 - Any Taleo Learn services;
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services; and
 - Any services not expressly identified above.

Term and Consumption of RSA Hours. You may use up to a maximum of ten (10) hours of Services per week. The Services must be used within twelve (12) months from your order's signature date (the "Professional Services Period"). RSA hours shall be consumed based on actual time Oracle spends performing RSA services, including the time spent for estimating RSA request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Primary Contact. Only two (2) customer contacts may submit RSA Requests in adherence to the method and procedures designated by Oracle for RSA Request submissions; such procedures shall be communicated to you upon the commencement of RSA services.

Oracle HCM Cloud Remote Systems Administration – 6 Months (40 Hours)

Part# B81109

Description of Service. Oracle will provide to you up to forty (40) hours of Remote System Administration ("RSA") assistance with your Oracle Human Capital Management ("HCM") program ("Program") in your Oracle cloud service environment as follows ("Services"):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);

- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services;
 - Any Taleo Performance services;
 - Any Taleo Compensation services; and
 - Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of eight (8) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within

the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle HCM Cloud Remote Systems Administration – 6 Months (80 Hours)

Part#B85415

Description of Service. Oracle will provide to you up to eighty (80) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or

transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services;
 - Any Taleo Performance services;
 - Any Taleo Compensation services; and
 - Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of sixteen (16) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle HCM Cloud Remote Systems Administration – 6 Months (130 Hours)

Part# B81110

Description of Service. Oracle will provide to you up to one hundred thirty (130) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;

- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services;
 - Any Taleo Performance services;
 - Any Taleo Compensation services; and
 - Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of twenty six (26) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order's signature date (the "Professional Services Period"). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle HCM Cloud Remote Systems Administration – 6 Months (260 Hours)

Part# B81111

Description of Service. Oracle will provide to you up to two hundred sixty (260) hours of Remote System Administration ("RSA") assistance with your Oracle Human Capital Management ("HCM") program ("Program") in your Oracle cloud service environment as follows ("Services"):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;
- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request ("SR") creation and submission to Oracle's technical support organization;
- Assist with testing workarounds made available by Oracle's technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Designate two (2) individuals to serve as your primary contact (each a "primary contact") who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for

providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.

- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services;
 - Any Taleo Performance services;
 - Any Taleo Compensation services; and
 - Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of fifty two (52) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order’s signature date (the “Professional Services Period”). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle HCM Cloud Remote Systems Administration – 6 Months (390 Hours)

Part# B81112

Description of Service. Oracle will provide to you up to three hundred ninety (390) hours of Remote System Administration (“RSA”) assistance with your Oracle Human Capital Management (“HCM”) program (“Program”) in your Oracle cloud service environment as follows (“Services”):

- Assist with features and configurations of your Program modules implemented in your Oracle services environment, which may include:
 - Adding new configurations; and
 - Updating existing configurations.
- Assist with questions and provide information regarding standard Program features and functionality;
- Assist with testing of new configurations, updates, fixes and/ or bundles;

- Assist with report creation, configuration, and formatting (built using standard Program fields and functionality);
- Assist with incremental data loads;
- Assist with incident review and Service Request (“SR”) creation and submission to Oracle’s technical support organization;
- Assist with testing workarounds made available by Oracle’s technical support organization; and
- Assist with the following security administration activities:
 - Design, create, and update user roles;
 - Design, create, and update data roles; and
 - Create and maintain user IDs.

Your Obligations and Project Assumptions. In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

- Designate two (2) individuals to serve as your primary contact (each a “primary contact”) who will be responsible for (i) initiating requests for Services within the Professional Services Period (as defined below) using the methods designated by Oracle, and (ii) provide additional information (if any) requested by Oracle in a timely manner. Only your primary contacts may submit requests for Services.
- Make reasonable efforts to limit Oracle's access to personal data to the minimum necessary to accomplish the intended purposes. You acknowledge that you are solely responsible for providing any required notices and obtaining any required consents for the processing or transfers of personal data. You acknowledge that Oracle may provide the services from Oracle's global locations.
- Obtain Oracle Cloud Service under separate contract prior to the commencement of Services and maintain such Cloud Services for the term of the Services.

Project Assumptions

- All services and communication will be conducted in the English language.
- Service will be performed remotely.
- Services may only be performed for the Programs in your production services environment.
- At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.
- The following services are not included in the scope of, or fees for, Services:
 - Any Taleo Connect Client services;
 - Any Taleo Connect Broker services;
 - Any Taleo Performance services;
 - Any Taleo Compensation services; and
 - Any services not expressly identified above.

Professional Services Term and Consumption of Services Hours. A maximum of seventy eight (78) of the total Services hours identified above may be used within any calendar month during the Professional Services Period, unless otherwise agreed to by Oracle in writing.

The Services must be used within six (6) months from your order's signature date (the "Professional Services Period"). Services hours shall be consumed based on actual time Oracle spends performing the Services, including the time spent for estimating Services request(s). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Taleo - Sourcing

Oracle Taleo Sourcing for Business Edition Implementation

Part # B74587

Oracle will provide to you remote assistance regarding the configuration and testing of your Oracle Taleo Sourcing program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), not to exceed sixty (60) minutes, to discuss the Services and the Configuration Specifications document.
- On the introductory call, the Oracle project manager will provide to you a copy of the Configuration Specifications document to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers.
- Commencing after the introductory call, and at a time mutually agreed to by the project managers, Oracle will participate in up to four (4) weekly status calls, each up to sixty (60) minutes during the Professional Services Period (defined below), to discuss the Services.
- Provide to you the Services listed below (“Sourcing Services”) commencing after receipt by Oracle of the Configuration Specifications Document and during the Professional Services Period (as defined below):
 - Oracle will perform the following services to add your logos and company colors (“Branding Services”) to the Program:
 - Upload one (1) logo with specific dimensions and resolution for display on a desktop browser;
 - Upload two (2) logos with specific dimensions and resolution for display on a mobile site (one (1) low resolution and one (1) high resolution for retina display);
 - Upload one (1) logo with specific dimensions and resolution for display on Facebook; and
 - Configure color options for job titles, buttons, and hyperlinks included with the Program.
 - Oracle will configure the Program in accordance with the Configuration Specifications document.
- Oracle will validate the configurations, job synchronization feed, and employee import feed. You are responsible for all testing not identified in the Sourcing Services, including, user acceptance testing of the Program and TBE. You are responsible for importing your Employee Data from your human resources (“HR”) system to TBE. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order (“Professional Services Period”). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Taleo Sourcing Single Sign-On (SSO) for Enterprise Edition (TEE)

Part # B81476

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Sourcing Program (“Program”) in your cloud services environment as set forth below (“Services”):

- A. At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), up to sixty (60) minutes in duration, to discuss the Services and information reasonably required (“Required Feedback”) by Oracle for the Single Sign-On (SSO) Authentication Services.
- B. Provide to you the Services listed below (“Sourcing SAML SSO Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - i. Conduct up to five (5) telephone and/or web conferences, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - ii. The Required Feedback; and
 - iii. The SAML SSO Services (detailed below).
- C. During the conferences, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the SAML SSO Services detailed below.
- D. Upon receipt by Oracle of the Confirmed Required Feedback, Oracle will provide the following Services (“SAML SSO Services”) based on the Confirmed Required Feedback:
 - i. Oracle will create and provide the signature metadata and related files to enable the Security Assertion Markup Language 2.0 protocol (SAML) Single Sign-On (SSO).

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to technical resources required for the delivery of the services.
2. Validate the SSO process from your network to the Program.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.
4. Review and mutually finalize with the Oracle project manager the Confirmed Required Feedback prior to the commencement of the Oracle Taleo Sourcing SAML SSO Services described above.

Project Assumptions

1. The Program supports Single Sign-On (SSO) capabilities using the Security Assertion Markup Language 2.0 protocol (SAML) for exchanging authentication and authorization data between security domains between your Identity Provider (IdP) and the Program's Service Provider (SP).
2. SAML SSO will be enabled to grant your users access to the Program from a link or button on a single site (such as an Internet or intranet site) by relying on your IdP, to authenticate users before sending the SSO requests to the SP.
3. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
4. Services are provided based on standard Program functionality, templates, features and tools.
5. At Oracle's discretion, Services may be provided from any of Oracle's global offices.
6. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
 - i. Functional Consulting Services to configure your Program;
 - ii. Technical Integration Services to establish and automated import of employee data from Your Enterprise Resource Planning/ Human Resource Information System ("ERP/HRIS") to the Program; and
 - iii. Branding and Design Services.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, and once the Services commence the Services will be performed over a continuous seven (7) calendar week period unless otherwise agreed to by the project managers ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Taleo Sourcing Implementation for Enterprise Edition (TEE)

Part # B81478

Description of Services

Oracle will provide you with remote assistance for the deployment of your Oracle Taleo Sourcing program (the "Program") in your cloud services environment as set forth below ("Services"):

- A. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will participate in an introductory telephone conference call ("introductory call"), up to one (1) hour in duration, to discuss the Services and coordinate a project kick off call.
- B. At a time mutually agreed to by the project managers and business sponsor(s), Oracle will lead a project kick-off telephone and web conference call ("project kick-off call"), up to three (3) hours in duration. During the project kick-off call, an Oracle functional consultant and/or project manager will:
 - i. Conduct a demonstration of the Program and consult with you on the Program's functional configuration, branding and integration requirements and capabilities;
 - ii. Discuss and analyze your existing functional and business processes as they relate to the Program's standard functionality;
 - iii. Discuss your business objectives, goals and project timeline as they relate to the Program and the deployment process; and
 - iv. Provide to you a copy of the "Configuration Specifications Documentation" (the "Required Specifications") to be completed by you and returned to Oracle's project manager at a time mutually agreed to by the project managers, typically within five (5) to ten (10) business days after the project kick-off call.
- C. Commencing after the project kick-off call, and at a time mutually agreed to by the project managers and the business sponsor(s), Oracle will participate in weekly status calls, each up to sixty (60) minutes during the Professional Services Period (defined below) to:
 - i. Consult on recommended practices as they relate to:
 - a. The Program's standard functionality;
 - b. The Program's branding and design capabilities;
 - c. The Program's integration capabilities; and
 - d. Internal change management, marketing and communications strategies for the rollout and launch of the Program in your organization.
 - ii. Discuss and update stakeholders on project status, deliverables, risks and the project timeline.

- D. Upon receipt by Oracle of the Configuration Specification Document and during the Professional Services Period (as defined below), Oracle will provide the following services:
- i. Configure the Program based on the Configuration Specification Document in two (2) zones (Staging and Production);
 - ii. Brand and design the Program based on the Configuration Specification Document;
 - iii. Upon completion of your Program's configuration, branding and design, the Oracle functional consultant and/or project manager will:
 - a. Conduct a telephone and web conference walkthrough of your configured Program with your project stakeholders and business sponsor(s), up to three (3) hours in duration. The walkthrough will mark the beginning of the User Acceptance Testing period, which will be for a time period mutually agreed to by the project managers ("UAT Period") and at the end of the UAT Period you will deliver to Oracle's project manager your consolidated test results;
 - b. Provide your project stakeholders with access to your configured Program in a staging environment; test cases and a feedback gathering template to consolidate your test results ("consolidated test results") and any questions pertaining to the Program's functionality and/or configuration; and
 - c. Mutually coordinate with your project manager an agreeable time for delivery of your consolidated test results; typically five (5) to ten (10) business days following the Program walkthrough.
 - iv. Upon receipt of your consolidated test results, the Oracle project manager and/or functional consultant will respond to and/or clarify any questions from your test results and make any functional configuration updates required, per the Final Required Specifications.
 - v. Upon addressing all critical issues in your consolidated test results, and your sign-off via email on the UAT Period, the Oracle functional consultant and/or project manager will initiate production cut-over activities to prepare your Program for launch in your production environment.
 - vi. Upon completion of all production cut-over activities, the Program will be considered "Live".
 - vii. Up to ten (10) hours of post go live support to be used within two (2) weeks or ten (10) consecutive business days after go live.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Complete and return the Required Specifications to the Oracle project manager by a time mutually agreed to by the project managers.
2. Review and mutually finalize with the Oracle project manager the Required Specifications prior to the commencement of the Sourcing Services described above.

3. Validate the Program's configurations during the UAT Period and provide your consolidated test results to the Oracle project manager by a time mutually agreed to by the project managers.
4. Translate and implement any modifications or adjustments to the Program's default language localization for the supported languages.
5. Sign off on the staging environment via e-mail to Oracle's project manager prior to production cutover.
6. Upon completion of the production cut over activities, upon Oracle's request you will verify that you can access the Program in the production environment and provide Oracle's project manager via e-mail confirmation of such access and acceptance of the Services (even if your internal launch is scheduled for some time in the future).
7. Manage and execute internal change management activities for the launch of the Program.
8. Develop marketing collateral and internal communications needed to execute your change management plan.
9. Ensure that you have an existing Cloud Talent Acquisition employee import and ensure that the SmartOrg Organization, Location and Job Function ("OLF") is set up to work with Sourcing, which is required for marketing campaigns, Single Sign-On ("SSO") and internal mobility.
10. Ensure that you have SSO for Talent Acquisition Cloud Service enabled for employees to access your internal career section.
11. Ensure that you have an existing Cloud Talent Acquisition job role import in SmartOrg.
12. Ensure that external (non-mobile) Career Section(s) are configured for all your career sites and requisitions are posted to all.

Project Assumptions

1. The Services outlined herein are typically performed during a twelve (12) to fourteen (14) week period the project kick off call.
2. Any services not expressly included in the above description of Services are considered out of scope, including but not limited to:
 - a. Single Sign-On ("SSO") Services.
 - b. Translation and implementation services to modify the Program's default translations for support languages.
3. The branding and design services outlined herein are limited to one (1) Sourcing site on your Program. You must contract for additional services should you require branding and design services for additional sites or company brands.
4. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Business Edition

Oracle TBE Recruiting - Implementation

Oracle TBE Recruiting Implementation - Premier

Part # B69610

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
 - Configure “Candidate Profile Page” utilizing the standard candidate data and up to twenty (20) custom fields;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;

Oracle TBE Recruiting Implementation - Premier (continued)

- Configure “Rejection and Decline Reasons”;
- Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to ten (10) plain text “Email Templates”;
- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to one (1) user roles including tabs, sub-tabs, list views and page layouts;
- Configure up to three (3) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure up to two (2) “Career Websites”;
- Configure up to two (2) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Implementation – Premier Plus

Part # B69611

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the standard features of the Program’s Tap mobile application;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;

Oracle TBE Recruiting Implementation – Premier Plus (continued)

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to twenty-five (25) plain text “Email Templates”;
- Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
- Configure up to five (5) “Smart Views”;
- Configure “Talent Cards” and “Quick Views” Program features;
- Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
- Configure up to three (3) “Candidate Application” forms;
- Create an “Employee Referral URL” and “Employee Referral Page”; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Data Migration - Premier 20K

Part # B69619

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Data Migration Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to twenty (20) custom fields;
 - Configure the “Application Snap Shot” Program feature;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;

Oracle TBE Recruiting Data Migration - Premier 20K (continued)

- Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to ten (10) plain text “Email Templates”;
 - Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of one (1) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to three (3) “Smart Views”;
 - Configure “Talent Cards” and “Quick Views” Program feature;
 - Configure up to two (2) “Career Websites”;
 - Configure of up to two (2) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
- Import up to twenty thousand (20,000) “Candidates”;
 - Import up to twenty thousand (20,000) “Requisitions”;
 - Import up to one (1) resume per “Candidate”;
 - Import up to one (1) attachment of “Candidate” history;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
 - Import up to twenty thousand (20,000) “Contacts”;
 - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
 - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting Data Migration - Premier 20K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Data Migration - Premier 40K

Part # B69620

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Data Migration Services (detailed below);
 - the Program’s standard available reports in the reporting tool;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to twenty (20) custom fields;
 - Configure the Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;
 - Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to ten (10) plain text “Email Templates”;

Oracle TBE Recruiting Data Migration - Premier 40K (continued)

- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of one (1) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to three (3) “Smart Views”;
 - Configure “Talent Cards” and “Quick Views” Program features;
 - Configure up to two (2) “Career Websites”;
 - Configure of up to two (2) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
- Import up to forty thousand (40,000) “Candidates”;
 - Import up to forty thousand (40,000) “Requisitions”;
 - Import up to one (1) resume per “Candidate”;
 - Import up to one (1) attachment of “Candidate” history;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
 - Import up to forty thousand (40,000) “Contacts”;
 - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
 - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting Data Migration - Premier 40K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Data Migration - Premier 60K

Part # B69621

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Data Migration Services (detailed below);
 - the Program’s standard available reports in the reporting tool;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to twenty (20) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to twenty (20) custom fields;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;
 - Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to ten (10) plain text “Email Templates”;

Oracle TBE Recruiting Data Migration - Premier 60K (continued)

- Create up to four (4) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of one (1) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to three (3) “Smart Views”;
 - Configure “Talent Cards” and “Quick Views” Program features;
 - Configure up to two (2) “Career Websites”;
 - Configure of up to two (2) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
- Import up to sixty thousand (60,000) “Candidates”;
 - Import up to sixty thousand (60,000) “Requisitions”;
 - Import up to one (1) resume per “Candidate”;
 - Import up to one (1) attachment of “Candidate” history;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
 - Import up to sixty thousand (60,000) “Contacts”;
 - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
 - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting Data Migration - Premier 60K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Data Migration – Premier Plus 20K

Part # B69622

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Data Migration Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the standard features of the Program’s Tap mobile application;
 - the Program’s standard requisition questions and ranking features; and
 - the Program configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
 - Configure the Program feature, “Application Snap Shot”;
 - Configure the “Candidate Data Form and Requisition Form”;
 - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;

Oracle TBE Recruiting Data Migration – Premier Plus 20K (continued)

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to twenty-five (25) plain text “Email Templates”;
 - Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to five (5) “Smart Views”;
 - Configure the Program features “Talent Cards” and “Quick Views”;
 - Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
 - Configure of up to three (3) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
- Import up to twenty thousand (20,000) “Candidates”;
 - Import up to twenty thousand (20,000) “Requisitions”;
 - Import up to one (1) resume per “Candidate”;
 - Import up to one (1) attachment of “Candidate” history;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the Program's "User Import" feature.
 - Import up to twenty thousand (20,000) “Contacts”;
 - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
 - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting Data Migration – Premier Plus 20K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Data Migration – Premier Plus 40K

Part #B69623

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Data Migration Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the standard features of the Program’s Tap mobile application;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;

Oracle TBE Recruiting Data Migration – Premier Plus 40K (continued)

- Configure “Rejection and Decline Reasons”;
 - Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to twenty-five (25) plain text “Email Templates”;
 - Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to five (5) “Smart Views”;
 - Configure the Program features “Talent Cards” and “Quick Views”;
 - Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
 - Configure of up to three (3) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
- Import up to forty thousand (40,000) “Candidates”;
 - Import up to forty thousand (40,000) “Requisitions”;
 - Import up to one (1) resume per “Candidate”;
 - Import up to one (1) attachment of “Candidate” history;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the Program's "User Import" feature.
 - Import up to forty thousand (40,000) “Contacts”;
 - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
 - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period.

Oracle TBE Recruiting Data Migration – Premier Plus 40K (continued)

Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting Data Migration – Premier Plus 60K

Part # B69624

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Recruiting Implementation and Data Migration Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Implementation and Data Migration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Data Migration Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the standard features of the Program’s Tap mobile application;
 - the Program’s standard requisition questions and ranking features; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation and Data Migration Services.

- Provide to you the implementation Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Requisition and Job Library Pages” utilizing the standard requisition information and up to fifty (50) custom fields;
 - Configure “Candidate Data Sheet” utilizing the standard candidate data and up to one-hundred (100) custom fields;
 - Configure the “Candidate Data Form and Requisition Data Form”;
 - Configure “Candidate Main Status” and up to two (2) “Requisition Specific Status workflow” Program features;
 - Configure “Rejection and Decline Reasons”;

Oracle TBE Recruiting Data Migration – Premier Plus 60K (continued)

- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create up to twenty-five (25) plain text “Email Templates”;
 - Create up to ten (10) “Offer Letter Templates” and configure the supporting page layouts;
 - Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
 - Configure up to five (5) “Smart Views”;
 - Configure the Program features “Talent Cards” and “Quick Views”;
 - Configure up to five (5) “Career Websites” (which includes websites optimized for display on mobile devices);
 - Configure of up to three (3) “Candidate Application” forms;
 - Create an “Employee Referral URL” and “Employee Referral Page”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.
- Provide to you the data migration Services listed below (“Data Migration Services”) based upon your employee information files, that you provide to Oracle in accordance with the Required Feedback:
- Import up to sixty thousand (60,000) “Candidates”;
 - Import up to sixty thousand (60,000) “Requisitions”;
 - Import up to one (1) resume per “Candidate”;
 - Import up to one (1) attachment of “Candidate” history;
 - Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the Program's "User Import" feature.
 - Import up to sixty thousand (60,000) “Contacts”;
 - Import the information that identifies relationships between specific “Candidates” and “Requisitions” and the status of the relationship (i.e. applied, interviewed, rejected); and
 - Import the information that identifies relationships between specific “Users” and “Requisitions” and the type of the relationship (i.e. hiring manager, recruiter, owner).

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Implementation and Data Migration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting Implementation and Data Migration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting Data Migration – Premier Plus 60K (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Onboarding - Implementation

Oracle TBE Onboarding Implementation - Express

Part # B69612

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding Implementation Services (defined below) (“Required Feedback”).
- Provide to you the Services listed below (“TBE Onboarding Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool.
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure up to ten (10) “Onboarding Forms” with up to ten (10) fields per form;
 - Configure “Employee Website Pages” utilizing the standard employee information and up to five (5) custom fields, a company logo and one (1) section;
 - Configure up to ten (10) “Onboarding Activities”;
 - Configure up to five (5) “Onboarding Bundles”;
 - Create up to five (5) plain text “Email Templates”; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

Oracle TBE Onboarding Implementation - Express (continued)

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Onboarding Implementation – Premier

Part #B69613

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding Implementation Services (defined below) (“Required Feedback”).
- Provide to you the Services listed below (“TBE Onboarding Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure up to twenty (20) “Onboarding Forms” with up to twenty (20) fields per form;
 - Configure “Employee Website Pages” utilizing the standard employee information and up to five (5) custom fields, a company logo and one (1) section;
 - Configure up to twenty (20) “Onboarding Activities”;
 - Configure up to five (5) “Onboarding Bundles”;
 - Create up to five (5) plain text “Email Templates”;
 - Configure standard filtering of one user role including tabs, sub-tabs, list views and page layouts; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

Oracle TBE Onboarding Implementation – Premier (continued)

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Performance - Implementation

Oracle TBE Performance Implementation - Premier

Part #B69614

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Performance Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard configuration settings to display industry-specific competencies (“Competency Libraries”);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Employee Website Pages” utilizing the Program’s standard employee data fields and up to five (5) custom fields, a company logo, and up to one (1) sections of displayed information;
 - Configure “Employee Profile Pages” utilizing the Program’s standard employee data fields and up to fifteen (15) custom fields;
 - Configure “Goals Pages” utilizing the Program’s standard goals data fields and up to five (5) custom fields;

Oracle TBE Performance Implementation – Premier (continued)

- Configure “Review Pages” for up to one (1) “Review Type” utilizing the Program’s standard review data fields (i.e. annual review, biannual review, review due date) and up to fifteen (15) custom fields;
- Create up to five (5) “Performance Review Templates” and, for each template, assign the associated competencies from the Competency Library, and configure the scoring and weighting of up to three (3) competency groupings;
- Populate the “Organization Setup” Program feature with up to twenty-five (25): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to two (2) plain text “Email Templates”;
- Create one (1) “Review Rating Scale” which include the “Rating Tool”, “Rating Display” and rating scale calculations;
- Configure standard filtering of up to two (2) user roles including tabs, sub-tabs, list views and page layouts;
- Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
- Import of up to five thousand (5,000) active employees using the “Employee Import” Program feature;
- Configure up to five (5) “Smart Views”;
- Configure the “Talent Cards” and “Quick View” Program features;
- Provide a “TBE Performance Management Manager Guide” and a TBE Performance Management Employee Guide” Guides,” which describe the Program’s standard features that are typically utilized by various levels of employees; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle TBE Performance Implementation – Premier (continued)

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Performance Implementation – Premier Plus

Part #B69615

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the TBE Performance Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard configuration settings to display industry-specific competencies (“Competency Libraries”);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.
 - During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.
 - Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure “Employee Website Pages” utilizing the Program’s standard employee data fields and up to ten (10) custom fields, a company logo, and up to three (3) sections of displayed information;
 - Configure “Employee Profile Pages” utilizing the Program’s standard employee data fields and up to twenty-five (25) custom fields;
 - Configure “Goals Pages” utilizing the Program’s standard goals data fields and up to ten (10) custom fields;
 - Configure “Review Pages” for up to two (2) “Review Types” utilizing the Program’s standard review data fields (i.e. annual review, biannual review, review due date) and up to fifteen (15) custom fields;
 - Configure up to fifteen (15) “Custom Competencies” and add them to a Competency Library;

Oracle TBE Performance Implementation – Premier Plus (continued)

- Create up to ten (10) “Performance Review Templates” and, for each template, assign the associated competencies from the Competency Library, and configure the scoring and weighting of up to three (3) competency groupings;
- Create up to five (5) review templates for the standard “360° Multi-rater Reviews” Program feature;
- Populate the “Organization Setup” Program feature with up to fifty (50): “Locations,” “Departments,” “Regions,” and “Divisions”;
- Create up to five (5) plain text “Email Templates”;
- Create up to two (2) “Review Rating Scales” which include the “Rating Tool”, “Rating Display” and rating scale calculations;
- Configure standard filtering of up to three (3) user roles including tabs, sub-tabs, list views and page layouts;
- Import "Users" into the Program (limited to the amount of users identified in your order for cloud services for the Program) using the "User Import" Program feature.
- Import of up to five thousand (5,000) active employees using the “Employee Import” Program feature;
- Configure up to five (5) “Smart Views”;
- Configure the “Talent Cards” and “Quick Views” Program features;
- Configure the “Organization Chart” Program feature;
- Provide a “TBE Performance Management Manager Guide” and a TBE Performance Management Employee Guide” Guides,” which describe the Program’s standard features that are typically utilized by various levels of employees; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle TBE Performance Implementation – Premier Plus (continued)

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Performance Cycle Preparation

Part #B69616

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services information reasonably required by Oracle for the TBE Performance Cycle Preparation Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance Cycle Preparation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to two (2) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - review and assessment of “Perform Rollout & Maintenance Checklist”;
 - review “Employee Website (“EWS”) Rollout Checklist”;
 - session outline for one (1) hour “Perform Rollout Session for Review Managers”;
 - session outline for thirty (30) minute “Perform Rollout Session for Employees”;
 - walk through of “Perform Rollout Session for Managers” with customer project contacts; and
 - the Cycle Preparation Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Cycle Preparation Services detailed below.

- Provide to you the preparation Services listed below (“Cycle Preparation Services”) using the Confirmed Required Feedback:
 - Provide, at a time mutually agreed to by the project managers, a Perform Rollout Session for Review Managers via Webex for up to twenty-five (25) Review Managers; and
 - If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Performance Cycle Preparation Services described above.

Oracle TBE Performance Cycle Preparation (continued)

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Performance Cycle Preparation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Compensation - Implementation

Oracle TBE Compensation Implementation

Part #B69618

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Compensation Implementation Services (defined below) (“Required Feedback”).
- Provide to you the Services listed below (“TBE Compensation Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard available reports in the reporting tool; and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback:
 - Configure required “Comp Administration” including “Global Settings”, “Compensation Types” and up to ten (10) “Pay Ranges”;
 - Configure “Cycle Page” utilizing the standard cycle data and up to five (5) custom fields;
 - Create and Configure up to two (2) “Cycles”
 - Configure “Plan Page” utilizing the standard plan data and up to five (5) custom fields;
 - Configure “Event Page” utilizing the standard event data and up to five (5) custom fields;
 - Create up to two (2) list views;
 - Configure standard filtering of one user role including tabs, sub-tabs, list views and page layouts;
 - Assign “Employee Pay Ranges” for up to ten (10) employees;
 - Create up to five (5) plain text “Email Templates”; and

Oracle TBE Compensation Implementation (continued)

- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle's recommended practices associated with the implementation of certain standard Program features.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Compensation Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Compensation Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE – Add-On and Post Implementation

Oracle TBE Consulting Services Add-On Configuration Hours

Part #B69934

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Consulting Services Add-On Configuration Hours (defined below) (“Required Feedback”).
- Provide to you the one or more of the additional Services listed below for up to the number of hours identified in your order; commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Configure additional “Roles”;
 - Populate the “Organization Setup” Program feature with: “Locations,” “Departments,” “Regions,” and “Divisions”;
 - Create additional forms or applications as defined in the Program;
 - Complete post-live configuration changes to the Program;
 - Configure mobile enabled careers website and pages;
 - Conduct configuration discussion sessions;
 - Provide integration services; and/or
 - Provide a zone clone.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Consulting Services Add-On Configuration Hours Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Consulting Services Add-On Configuration Hours Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or

Oracle TBE Consulting Services Add-On Configuration Hours (continued)

other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Recruiting Two-Tier Application Form

Part #B69625

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting Two Tier Application Form Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting Two Tier Application Form Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to two (2) thirty (30) minute webinars, for up to two (2) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - review, where applicable, existing application forms;
 - the Configuration Services (detailed below); and
 - review of how to use the two tier application form.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Configuration Services detailed below.

- Provide to you the Recruiting Two Tier Application Form Services listed below (“Configuration Services”) using the Confirmed Required Feedback:
 - Configure one (1) “External Candidate Application” two tier form.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the TBE Recruiting Two Tier Application Form Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The TBE Recruiting Two Tier Application Form Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting Two-Tier Application Form (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Recruiting System Health Check

Part #B69628

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting System Health Check Services (defined below) (“Required Feedback”).
- Provide to you one or more of the Services listed below (“TBE Recruiting System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Recruiting System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Onboarding System Health Check

Part #B69629

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Onboarding System Health Check Services (defined below) (“Required Feedback”).
- On or after the introductory call, within the timeframe requested by Oracle, you will provide Oracle the Required Feedback.
- Provide to you one or more of the Services listed below (“TBE Onboarding System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Onboarding System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Onboarding System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Onboarding System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Performance System Health Check

Part #B69630

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance System Health Check Services (defined below) (“Required Feedback”).
- Provide to you one or more of the Services listed below (“TBE Performance System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Performance System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Performance System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Recruiting and Onboarding System Health Check - Advanced

Part #B69631

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting and Onboarding System Health Check- Advanced Services (defined below) (“Required Feedback”).
- Provide to you one or more of the Services listed below (“TBE Recruiting and Onboarding System Health Check - Advanced”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Recruiting and Onboarding System Health Check - Advanced Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Recruiting and Onboarding System Health Check - Advanced Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle TBE Recruiting and Onboarding System Health Check –Advanced (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE Performance and Compensation System Health Check -Advanced

Part #B69632

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance and Compensation System Health Check- Advanced Services (defined below) (“Required Feedback”).
- Provide to you one or more of the Services listed below (“TBE Performance and Compensation System Health Check - Advanced”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the TBE Performance and Compensation System Health Check - Advanced Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the TBE Performance and Compensation System Health Check - Advanced Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

**Oracle TBE Performance and Compensation System Health Check –Advanced
(continued)**

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a five (5) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle TBE - Technical Services

Oracle TBE Performance to HRIS Integration (Employees)

Part #B69635

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Employee data from TBE and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Performance to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance to HRIS Integration”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Performance to HRIS Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of the Employee Data from the Program, in accordance with the Final Integration Guide Document (“TBE Performance to HRIS”):
 - Export thirty-two (32) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Employee fields.

Oracle TBE Performance to HRIS Integration (Employees) (continued)

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that the integration will be deployed from.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE New Hires to HRIS Integration (Employees)

Part #B69636

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Employee data from TBE Onboarding and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE New Hires to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Performance to HRIS Integration”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of the Employee Data from the Program, in accordance with the Final Integration Guide Document (“TBE New Hires to HRIS”):
 - Export twenty-nine (29) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Employee fields.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that the integration will be deployed from.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Customer HRIS to Oracle TBE Performance Integration (Employees/Users) **Part #B69637**

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service imports Employee and User data into TBE Performance based upon a file. The file is placed by the customer on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Customer HRIS to TBE Performance Integration Services (defined below) (“Required Feedback”); and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the TBE Customer HRIS to TBE Performance Integration Services listed below (“Customer HRIS to TBE Performance”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Customer HRIS to TBE Performance Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of Employee and User data from a file into the Program, in accordance with the Final Integration Guide document (“Customer HRIS to TBE Performance”)
 - Import thirty-three (33) pre-defined fields, as identified in the Integration Guide; and
 - Import up to four (4) customer identified Employee fields.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that the integration will be deployed from.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting to HRIS Integration-Advanced

Part #B69638

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Candidate data from TBE and formats it in files. In addition to the primary Candidate file, three (3) additional files are created which include Candidate Education, Candidate Certificates and Candidate Work History data. Data in these files is data commonly needed in Human Resource Information System (HRIS) applications. The files are placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting to HRIS - Advanced Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting to HRIS – Advanced Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Recruiting to HRIS - Advanced Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of Candidate data from the Program, in accordance with the Final Integration Guide document (“TBE Recruiting to HRIS - Advanced”):
 - Candidate File:
 - Export twenty-three (23) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Candidate fields.

Oracle TBE Recruiting to HRIS Integration-Advanced (continued)

- CandidateEducation File:
 - Export eight (8) pre-defined fields, as identified in the Integration Guide; and
 - Export up to five (5) customer identified Candidate fields.
- CandidateWorkHistory File:
 - Export fifteen (15) pre-defined fields, as identified in the Integration Guide; and
 - Export up to five (5) customer identified Candidate fields.
- CandidateCertificates File:
 - Export four (4) pre-defined fields, as identified in the Integration Guide; and
 - Export up to five (5) customer identified Candidate fields.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle's ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that the integration will be deployed from.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Recruiting to HRIS Integration

Part #B69639

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service extracts Candidate data from TBE and formats it in a file. The data included in the file is common data required by Human Resource Information System (HRIS) applications. The file is placed on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the TBE Recruiting to HRIS Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“TBE Recruiting to HRIS Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the TBE Recruiting to HRIS Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring export of Candidate data from the Program, in accordance with the Final Integration Guide Document (“TBE New Hires to HRIS”):
 - Export twenty-three (23) pre-defined fields, as identified in the Integration Guide; and
 - Export up to ten (10) customer identified Candidate fields.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that the integration will be deployed from.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Customer HRIS to Oracle TBE Recruiting Integration

Part #B69640

Description of Services

Oracle will provide to you remote assistance with the integration of your Oracle Taleo Business Edition (“TBE”) (the “Program”) in your Oracle services environment as set forth below (“Services”):

- This integration service imports Requisition and Requisition Template data into TBE Recruiting based upon a file. The file is placed by the customer on a customer-provided File Transfer Protocol (FTP) site. The integration service can be scheduled to run up to four (4) times daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Customer HRIS to TBE Recruiting Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Customer HRIS to TBE Recruiting Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Customer HRIS to TBE Recruiting Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of Requisition and Requisition Template data from a file into the Program, in accordance with the Final Integration Guide document (“Customer HRIS to TBE Recruiting”)
 - Import thirteen (13) pre-defined fields, as identified in the Integration Guide; and
 - Import up to ten (10) customer identified Requisition fields.

Your Obligations and Project Assumptions

In addition to the obligations and assumptions stated in your order, you acknowledge that Oracle’s ability to perform the Services depends upon your fulfillment of the following obligations and the following project assumptions:

Your Obligations

1. Provide access to an SFTP for file transfer.
2. Provide a middleware platform that the integration will be deployed from.
3. Provide Oracle the Required Feedback within the timeframe mutually agreed to by the project managers.

Project Assumptions

1. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be firmly fixed for the Professional Services Period.
2. Services are provided based on standard Program functionality, templates, features and tools.
3. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle TBE Employee Import Service

Part# B75376

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Business Edition (“TBE”) program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and the TBE Importing Employee Data document.
- On or after the introductory call, the Oracle project manager will provide to you a copy of the TBE Importing Employee Data document to be completed by you and returned to Oracle’s project manager at a time mutually agreed to by the project managers.
- Upon receipt of your fully completed TBE Importing Employee Data document, Oracle’s project manager will contact your project manager to review and to finalize a mutually agreed upon TBE Importing Employee Data document (“Final TBE Importing Employee Data Document”).
- Provide to you the Services listed below (“Import Services”) commencing after receipt by Oracle of the Final TBE Importing Employee Data Document and during the Professional Services Period (as defined below):
 - Conduct up to two (2) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers), at a time mutually agreed to by the project managers as follows:
 - The first webinar will be to identify and for you to validate the Employee Records, identified below, to be imported in the Program and to discuss employee list views and page layouts (“First Webinar”).
 - The second webinar is to demonstrate the employee list views and page layouts of the Employee Records in the Program in accordance with the Final TBE Importing Employee Data Document and, if applicable, to make any changes to the employee list views and page layouts agreed to by the project managers (“Second Webinar”).
 - After the First Webinar, load up to five thousand (5,000) employee records (“Employee Records”) from your system, as identified in the Final TBE Importing Employee Data Document, to the Program.
 - Configure the employee list views and page layouts using the Program’s standard functionality in accordance with the Final TBE Importing Employee Data Document.

Oracle TBE Employee Import Service (continued)

You must fill out TBE Importing Employee Data document, and return the fully completed TBE Importing Employee Data document to the Oracle project manager. The project managers must review and mutually agree to a Final TBE Importing Employee Data Document prior to the commencement of the Importing Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Final TBE Importing Employee Data Document the document will be fixed for the Professional Services Period. The Employee Records will be limited to the employee data identified in the Final TBE Importing Employee Data Document (e.g. first name, last name, email, job function/category, and location) and must be provided to Oracle in the manner and format specified in the Final TBE Importing Employee Data Document. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Once the Services commence, the Services will be performed over a period of time, not to exceed six (6) calendar weeks, and must be utilized continuously. The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order ("Professional Services Period"). Any Services not used within the Professional Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Learn

Oracle Taleo Learn - Implementation

Oracle Taleo Learn Implementation - Foundation

Part #B69641

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the Taleo Learn Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Taleo Learn Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to eight (8) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - selecting a “LearnCenter Site Design” template (“LearnCenter Site Design”); and
 - the Program’s configuration.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback to configure your LearnCenter:
 - Setup and review of “Control Panel” settings as required by Oracle;
 - Configure up to five (5) custom fields;
 - Import of up to five thousand (5,000) active users using the “User Bulk Import” feature (amount of active users imported may not exceed the amount of users identified in your order for cloud services for the Program);

Oracle Taleo Learn Implementation - Foundation (continued)

- Create up to two (2) “Groups”;
- Configure the “Supervisor Role”, including “My Team” permissions;
- Configure up to five (5) “Instructor-Led Training” items;
- Configure a “Web Based Training” item based upon a file;
- Configure the “Course Catalogue” based upon the Oracle recommended, pre-defined example;
- Populate up to five (5) “Resources” with the “Resource Manager” Program feature;
- Configure one (1) “LearnCenter Training Containers”;
- Create up to two (2) “Assessments” or “Surveys” with up to five (5) custom “Questions” that comprise each “Assessment” or “Survey”;
- Map a “LearnCenter Certificate” to a training objective (i.e. completion of a training module);
- Apply the selected “LearnCenter Site Design”;
- Populate the pre-defined pages of the “LearnCenter Site Design” ;
- Create one (1) “subLearnCenter” utilizing the selected “LearnCenter Site Design” and the LearnCenter configurations identified above; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Taleo Learn Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Learn Implementation - Premier

Part #B69642

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the Taleo Learn Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Taleo Learn Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to nine (9) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the Program’s “Credit” feature;
 - selecting a “LearnCenter Site Design” template (“LearnCenter Site Design”);
 - the Program’s configuration; and
 - Up to five (5) hours of post go live support to be used within one (1) week or five (5) consecutive business days after go live.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback to configure your LearnCenter:
 - Setup and review of “Control Panel” settings as required by Oracle;
 - Configure up to ten (10) custom fields;
 - Import of up to five thousand (5,000) active users using the “User Bulk Import” feature (amount of active users imported may not exceed the amount of users identified in your order for cloud services for the Program);
 - Create up to two (2) “Groups”;

Oracle Taleo Learn Implementation - Premier (continued)

- Configure the “Supervisor Role”, including “My Team” permissions;
- Configure up to five (5) “Instructor-Led Training” items;
- Configure a “Web Based Training” item based upon a file;
- Configure the “Course Catalogue” based upon the Oracle recommended, pre-defined example;
- Populate up to ten (10) “Resources” with the “Resource Manager” Program feature;
- Configure up to two (2) “LearnCenter Training Containers”;
- Create up to two (2) “Assessments” or “Surveys” with up to five (5) custom “Questions” that comprise each “Assessment” or “Survey”;
- Map a “LearnCenter Certificate” to a training objective (i.e. completion of a training module);
- Configure “External Training” Program feature for up to three (3) “Training Types” and access permissions for the “External Training” Program feature for up to two (2) “Roles”;
- Apply the selected “LearnCenter Site Design”;
- Populate the pre-defined pages of the “LearnCenter Site Design” ;
- Create one (1) “subLearnCenter” utilizing the selected “LearnCenter Site Design” and the LearnCenter configurations identified above; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Taleo Learn Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a ten (10) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn Implementation – Premier Plus

Part #B69643

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services, the information reasonably required by Oracle for the Taleo Learn Implementation Services (defined below) (“Required Feedback”) and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Taleo Learn Implementation Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to eleven (11) webinars, each up to sixty (60) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Implementation Services (detailed below);
 - the Program’s standard features and general product overview;
 - the Program’s standard available reports in the reporting tool;
 - the Program’s “Review and Ratings” feature
 - the Program’s “Credit” feature; and
 - practices for loading training content in the Program;
 - Selecting a “LearnCenter Site Design” template (“LearnCenter Site Design”);
 - The Program’s configuration; and
 - Up to ten (10) hours of post go live support to be used within two (2) weeks or ten (10) consecutive business days after go live.

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Implementation Services detailed below.

- Provide to you the Services listed below (“Implementation Services”) using the Confirmed Required Feedback to configure your LearnCenter:
 - Setup and review of “Control Panel” settings as required by Oracle;
 - Configure up to ten (10) custom fields;
 - Import of up to five thousand (5,000) active users using the “User Bulk Import” feature (amount of active users imported may not exceed the amount of users identified in your order for cloud services for the Program);

Oracle Taleo Learn Implementation – Premier Plus (continued)

- Create up to two (2) “Groups”;
- Configure the “Supervisor Role”, including “My Team” permissions;
- Configure up to five (5) “Instructor-Led Training” items;
- Configure a “Web Based Training” item based upon a file;
- Configure the “Course Catalogue” based upon the Oracle recommended, pre-defined example;
- Populate up to ten (10) “Resources” with the “Resource Manager” Program feature;
- Configure up to four (4) “LearnCenter Training Containers”;
- Create up to two (2) “Assessments” or “Surveys” with up to five (5) custom “Questions” that comprise each “Assessment” or “Survey”;
- Map a “LearnCenter Certificate” to a training objective (i.e. completion of a training module);
- Configure “External Training” Program feature for up to six (6) “Training Types” and access permissions for the “External Training” Program feature for up to two (2) “Roles”;
- Create a “Chat Room” or “Forum” Program feature;
- Configure the “eCommerce” Program feature for up to ten (10) “Products”;
- Apply the selected “LearnCenter Site Design”;
- Populate the pre-defined pages of the “LearnCenter Site Design” ;
- Create up to two (2) “subLearnCenters” utilizing the selected “LearnCenter Site Design” and the LearnCenter configurations identified above; and
- If available, and if applicable, provide you with Oracle job aid document(s) regarding Oracle’s recommended practices associated with the implementation of certain standard Program features.

The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Taleo Learn Implementation Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn Implementation Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a twelve (12) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Oracle Taleo Learn Implementation – Premier Plus (continued)

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn - Additional Consulting Services

Oracle Taleo Learn System Health Check

Part #B69644

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the Taleo Learn System Health Check Services (defined below) (“Required Feedback”).
- Provide to you one or more of the Services listed below (“Taleo Learn System Health Check”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to four (4) webinars, each up to ninety (90) minutes, for up to five (5) of your employees (unless otherwise agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback;
 - the Health Check Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Health Check Services detailed below.

- Provide to you the Services listed below (“Health Check Services”) using the Confirmed Required Feedback:
 - Review your Program use;
 - Review recent Program release functionality; and
 - Recommend, when relevant, modifications and configuration changes based upon your Required Feedback.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the Taleo Learn System Health Check Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Confirmed Required Feedback or any other information provided by you to Oracle, the Taleo Learn System Health Check Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Oracle Taleo Learn System Health Check (continued)

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a three (3) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn Consulting Services Add-On Configuration Hours

Part # B72843

Description of Services

Oracle will provide to you remote assistance regarding the configuration of your Oracle Taleo Learn program (the “Program”) in your Oracle services environment as set forth below (“Services”):

- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to thirty (30) minutes to discuss the Services and information reasonably required by Oracle for the Taleo Learn Consulting Services Add-On Configuration Hours (defined below) (“Required Feedback”).
- Provide to you the one or more of the additional Services listed below for up to the number of hours identified in your order; commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Configure additional “Roles”;
 - Configure additional “Training Containers”;
 - Create additional “Certificates”, “Assessments” or “Resources” as defined in the Program;
 - Complete post-live configuration changes to the Program;
 - Update “Site Design” pages;
 - Conduct configuration discussion sessions; and
 - Provide integration services.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle prior to the commencement of the Oracle Taleo Learn Consulting Services Add-On Configuration Hours Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Required Feedback the feedback will be fixed for the Professional Services Period. Notwithstanding the Required Feedback or any other information provided by you to Oracle, the Oracle Taleo Learn Consulting Services Add-On Configuration Hours Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle’s discretion, Services may be provided from any of Oracle’s global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a four (4) calendar week period (“Confirmed Services Period”). The Services must be used within twelve (12) months from your order’s signature date, unless otherwise stated in your order, (“Professional Services Period”) and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

Oracle Taleo Learn – Technical Services

Oracle Taleo Learn Predefined Batch User Integration

Part #B69647

Description of Services

Oracle will provide to you remote assistance with the integration of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Predefined Batch User Integration (UI) automates the management of user data in your Oracle Taleo Cloud Learn site by retrieving and processing tab-delimited text files from your Oracle-provided Secure File Transfer Protocol (SFTP) site on a regular, scheduled basis. It can be scheduled to run once daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Predefined Batch User Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Predefined Batch User Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Predefined Batch User Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of User data from a file into the Program, in accordance with the Final Integration Guide document (“Learn Predefined Batch User Integration”)
 - Import ten pre-defined fields, as identified in the Integration Guide.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Predefined Batch User Integration Services described above. Unless

Oracle Taleo Learn Predefined Batch User Integration (continued)

otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Learn Predefined Batch User Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a seven (7) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn Predefined Historical Data Load

Part #B69649

Description of Services

Oracle will provide to you remote assistance with the import of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Oracle Taleo Learn Predefined Historical Data Load integration is Oracle’s basic, training history import that runs one time, adding up to one-hundred thousand (100,000) Instructor-Led Training (ILT) and Web-based Training (WBT) course records to existing Oracle Cloud Learn user accounts in up to five (5) sites.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Predefined Historical Data Load Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Learn Predefined Historical Data Load Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to five (5) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Data Load Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the data load detailed below.

- Provide to you the Learn Predefined Historical Data Load Services listed below (“Data Load Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule one test import and one final production import of historical training data from a file into the Program, in accordance with the Final Data Load Guide document (“Learn Predefined Historical Data Load”)
 - Import up to one-hundred thousand (100,000) training records, with 25,000 lines per file. Integration contains thirteen (13) pre-defined fields, as identified in the Data Load Guide.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Predefined Historical Data Load Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period.

Oracle Taleo Learn Predefined Historical Data Load (continued)

The Predefined Historical Data Load will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn Predefined Data Extract

Part #B69650

Description of Services

Oracle will provide to you remote assistance with the extract of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Oracle Taleo Learn Predefined Data Extract automates the export of User Web-based Training (WBT), or Instructor-Led Training (ILT) Enrollment, or Learning Plan, and/or Skill training data into a file that is posted to your Learn-provided Secure File Transfer Protocol (SFTP) site. The data extract will be scheduled to run once daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Predefined Data Extract Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Learn Predefined Data Extract Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to three (3) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Data Extract Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the data extract detailed below.

- Provide to you the Learn Predefined Data Extract Services listed below (“Data Extract Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring data export of Training Data from the Program, in accordance with the Final Data Extract Guide document (“Learn Predefined Data Extract”). This will include one separate file. You will need to choose one (1) of the data exports listed below:
 - “WBT File” with ten (10) predefined fields;
 - “ILT Enrollment File” with ten (10) predefined fields;
 - “Learning Plan File” with fourteen (14) predefined fields; and
 - “Skill File” with nine (9) predefined fields.

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Predefined Data Extract Services described above.

Oracle Taleo Learn Predefined Data Extract (continued)

Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Predefined Data Extract Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over a six (6) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn Advanced Batch User Integration

Part #B72844

Description of Services

Oracle will provide to you remote assistance with the integration of data into Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Advanced Batch User Integration (UI) automates the management of user data in your Oracle Taleo Cloud Learn site by retrieving and processing tab-delimited text files from your Oracle-provided Secure File Transfer Protocol (SFTP) site on a regular, scheduled basis. It can be scheduled to run once daily.
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Advanced Batch User Integration Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Learn Advanced Batch User Integration Services”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Integration Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.

- Provide to you the Learn Advanced Batch User Integration Services listed below (“Integration Services”) using the Confirmed Required Feedback:
 - Oracle will create and schedule a recurring import of User data from a file into the Program’s production environment, in accordance with the Final Integration Guide documents (“Learn Advanced Batch User Integrations” and “Integration Detailed Design”)
 - Import all standard, User fields, as identified in the Integration Detailed Design;
 - Import up to forty (40) customer identified User fields;
 - Create up to eight (8) customer identified groups based on one (1) User field;
 - Integration can run in multiple Sub LearnCenters based on the LearnCenter ID field that will need to be passed in the customer data file. User will be maintained in one (1) LearnCenter only. All Sub LearnCenters must exist prior to development.

Oracle Taleo Learn Advanced Batch User Integration (continued)

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Learn Advanced Batch User Integration Services described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Learn Advanced Batch User Integration Services will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Oracle Taleo Learn Web Services for User Imports and Data Extracts

Part # B72845

Description of Services

Oracle will provide to you remote assistance with the setup of Web Services for Oracle Taleo Learn (the “Program”) in your Oracle services environment as set forth below (“Services”):

- The Learn Web Services for User Imports and Data Extracts enables you to integrate your Learn site with multiple systems, regardless of the languages in which those systems are programmed. The Web Service, which is built on a Hypertext Markup Language (HTML) and Extensible Markup Language (XML) platform, utilizes calls that are based on the Simple Object Access Protocol (SOAP) to send request and response messages over the Hypertext Transfer Protocol (HTTP).
- At a time mutually agreed to by the project managers, Oracle will participate in an introductory telephone conference call (“introductory call”), for up to sixty (60) minutes to discuss the Services and information reasonably required by Oracle for the Learn Web Services for User Imports and Data Extracts Services (defined below) (“Required Feedback”), and the timeframe in which you are required to provide Oracle the Required Feedback (“Required Feedback Timeframe”).
- Provide to you the Services listed below (“Learn Web Services for User Imports and Data Extracts”) commencing after receipt by Oracle of the Required Feedback and during the Professional Services Period (defined below):
 - Conduct up to six (6) sixty (60) minute webinars, for up to five (5) of your employees (or more as agreed to by the project managers) at a time mutually agreed to by the project managers to discuss:
 - the Required Feedback; and
 - the Web Services (detailed below).

During the webinars, the project managers will revise (if applicable) and finalize the Required Feedback (“Confirmed Required Feedback”) for the purpose of the Integration Services detailed below.
- Provide to you the Learn Web Services for User Imports and Data Extracts Services listed below (“Web Services”) using the Confirmed Required Feedback:
 - Oracle will enable the following Web Services in the Program, in accordance with the “Learn Web Services Guide”
 - Users
 - GetUser
 - SaveUser
 - TerminateUser

Oracle Taleo Learn Web Services for User Imports and Data Extracts (continued)

- Other Learn Web Services
 - GetCourseCatalog
 - GetCourseCompletion
 - GetProductCatalog

You must provide Oracle the Required Feedback within the timeframe requested by Oracle. The Required Feedback must be provided to Oracle within the Required Feedback Timeframe and prior to the commencement of the Web Services for Oracle Taleo Learn described above. Unless otherwise mutually agreed to by the project managers, once the project managers have agreed to the Confirmed Required Feedback the feedback will be fixed for the Professional Services Period. The Web Services for Oracle Taleo Learn will only be performed with the standard functionality, templates, features, and tools available in the Program. At Oracle's discretion, Services may be provided from any of Oracle's global offices.

Unless otherwise agreed to by the project managers, once the Services commence the Services will be performed continuously over an eight (8) calendar week period ("Confirmed Services Period"). The Services must be used within twelve (12) months from your order's signature date, unless otherwise stated in your order, ("Professional Services Period") and once the services commence they must be used within the Confirmed Services Period. Any Services not used within the Professional Services Period or the Confirmed Services Period will be automatically forfeited by you, with no further action required of either party, and you will not be entitled to a refund, or any credit toward additional or other services, for any unused portion of the fees paid for any unused Services. You may not use the fees for any services other than the Services stated herein.

Project Management

You and Oracle further agree to each designate a project manager who shall work together with the other party's project manager to facilitate an efficient delivery of the Services.

[Link to Working with Oracle Professional Services for Oracle TBE & Oracle Taleo Learn](#)

Working with Professional Services for Oracle TBE & Oracle Taleo Learn

Implementation Approach:

- Consulting Services follows a rapid implementation methodology bringing value to our customers quickly.
- On average, customers should plan for one meeting per week during the implementation. Meetings are held virtually via Webex and phone.
- In addition to weekly meetings, customers will have decisions to make and homework to complete. This may average an additional 3-4 hours per week across the project.
- We strongly recommend that customers purchase product training from Oracle University.
- Focus of the Oracle Project Manager/Implementation Consultant is on guiding the customer through the implementation with a heavy focus on configuration and highlighting which decisions the customer needs to make. Consultants will advise on best practice configuration.

Make Your Implementation a Success!

- Attend training from Oracle University before your project begins.
- Assign one (1) person on your team as the primary project contact and primary decision maker.
- Limit team members on project calls to less than five (5). There may be many other people interested in the project, which is great! Plan to take the key information from project meetings back to any other interested parties.
- Be prepared to make decisions and complete “homework” as requested and on-time.
- Each project builds in time for User Testing – take advantage to be hands-on in your system during this time. It’s an opportunity to confirm that all the configuration decisions have been setup correctly and to simulate your business processes in your system.
- Remember that you’ll have the ability to change your system ongoing to adapt and grow with your organization’s needs.

Getting Started:

- After a contract with Oracle has been fully executed, the Consulting team will be informed of your consulting purchase.
- The Consulting team will review the services purchased and assign an Implementation Consultant. Typically, you’ll hear from a Consultant within 15 business days or less.
- Your Consultant will send an introductory email and schedule a project kickoff meeting (introductory call).

Engagement during the Project:

- The projects which are most successful have engaged customer resources that meet weekly with their assigned consultant.
- We request a minimum of 24 hours’ notice to cancel any meeting. Should you miss more than 2 meetings without prior notice, missed meetings will be subject to hourly charges.
- Should you find that your schedule does not permit you to meet with your consultant on a regular basis or you are unable to identify a primary contact, we’ll work with you to put your project on-hold.