DATAROBOT PROFESSIONAL SERVICES (PUBLIC SECTOR) PACKAGES

Effective: 6 June 2022

1. Executive Summary

Customer has purchased licenses to the Solution and Professional Services. This statement of work ("**Statement of Work**") describes the details of the Professional Services to be provided to Customer. Terms not defined in this Statement of Work shall have the meaning set forth in the Agreement.

2. Description of Professional Services

During each 12-month period, starting from the Subscription Start Date, of the applicable Order ("**Subscription Year**"), the Professional Services package purchased by Customer will provide Customer with access to DataRobot resources to support Customer's implementation and use of the Solution as set out in the table below ("**Professional Services Hours**"):

Product Name	Product Description (per Subscription Year)
Public Sector Starter Package - Managed Cloud	72 hours with a Customer Facing Data Scientist; 48 hours with an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Public Sector Starter Strategy Package - Managed Cloud	96 hours with a Customer Facing Data Scientist; 36 hours with an AI Success Manager; 48 hours with an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Public Sector Growth Package - Managed Cloud	144 hours with a Customer Facing Data Scientist; 72 hours with an AI Success Manager; 96 hours with an AI Engineer; and 10 DataRobot University Subscriptions: Standard
Public Sector Comprehensive Package - Managed Cloud	288 hours with a Customer Facing Data Scientist; 144 hours with an AI Success Manager; 96 hours with an AI Engineer; and 25 DataRobot University Subscriptions: Standard 10 DataRobot University Subscriptions: Premium
Public Sector Augmented Package - Managed Cloud	432 hours with a Customer Facing Data Scientist; 216 hours with an AI Success Manager; 96 hours with an AI Engineer; 35 DataRobot University Subscriptions: Standard; and 15 DataRobot University Subscriptions: Premium
Public Sector Starter Package - On-Premise	72 hours with a Customer Facing Data Scientist; 240 hours with an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Public Sector Starter Strategy Package - On-Premise	96 hours with a Customer Facing Data Scientist; 36 hours with an AI Success Manager; 240 hours with an AI Engineer; and 5 DataRobot University Subscriptions: Standard
Public Sector Growth Package - On-Premise	144 hours with a Customer Facing Data Scientist; 72 hours with an AI Success Manager; 720 hours with an AI Engineer; and 10 DataRobot University Subscriptions: Standard
Public Sector Comprehensive Package - On-Premise	288 hours with a Customer Facing Data Scientist; 144 hours with an AI Success Manager; 960 hours with an AI Engineer; 25 DataRobot University Subscriptions: Standard; and 10 DataRobot University Subscriptions: Premium
Public Sector Augmented Package - On-Premise	432 hours with a Customer Facing Data Scientist; 216 hours with an AI Success Manager; 1200 hours with an AI Engineer; and

	▪ 35 DataRobot University Subscriptions: Standard ▪ 15 DataRobot University Subscriptions: Premium
Public Sector CFDS Hours - Managed Cloud	▪ 1 hour with a Customer Facing Data Scientist
Public Sector AI Success Hours - Managed Cloud	▪ 1 hour with an AI Success Manager
Public Sector AI Engineering Hours - Managed Cloud	▪ 1 hour with an AI Engineer
Public Sector CFDS Hours - On-Premise	▪ 1 hour with a Customer Facing Data Scientist
Public Sector AI Success Hours - On-Premise	▪ 1 hour with an AI Success Manager
Public Sector AI Engineering Hours - On-Premise	▪ 1 hour with an AI Engineer
Public Sector CFDS Hours (Cleared Resource) - Managed Cloud	▪ 1 hour with an AI Engineer
Public Sector AI Success Hours (Cleared Resource) - Managed Cloud	▪ 1 hour with an AI Success Manager
Public Sector AI Engineering Hours (Cleared Resource) - Managed Cloud	▪ 1 hour with an AI Engineer
Public Sector CFDS Hours (Cleared Resource) - On-Premise	▪ 1 hour with a Customer Facing Data Scientist
Public Sector AI Success Hours (Cleared Resource) - On-Premise	▪ 1 hour with an AI Success Manager
Public Sector AI Engineering Hours (Cleared Resource) - On-Premise	▪ 1 hour with an AI Engineer

3. **Scope of Activities**
    3.1. Full descriptions of all resources are set out in Section 9 (Definitions) below.
    3.2. **Customer Facing Data Scientist** (CFDS) activities may include customer enablement, use case deep dive discussions, and/or delivering data preparation workshops.
    3.3. **AI Success Manager** (AI Success) activities may include idea generation workshops, use case feasibility workshops, and/or Solution delivery reviews.
    3.4. **AI Engineer** activities may include technical deployment workshops, deployment environment reviews, and/or assistance with systems integrations designs.
    3.5. DataRobot's sole responsibility is to provide the resources described in the applicable package above. DataRobot shall perform the Professional Services at the direction of and as agreed with Customer. DataRobot will not be responsible for any specified or implied deliverables resulting from Professional Services performed.
    3.6. Professional Services Hours shall be pro-rated if any given Subscription Year exceeds or is less than a 12 month period.

4. **DataRobot Responsibilities**
    4.1. Unless stated otherwise on the associated Order, Professional Services will be delivered remotely.
    4.2. Customer shall provide all necessary machine time, remote access and related services required to support the Professional Services, including but not limited to remote and onsite access to hardware, servers, and data sources necessary for using the Solution and APIs, data preparation, implementation, and other tasks.
    4.3. If required by DataRobot to deliver the Professional Services, Customer shall provide DataRobot's representatives with security access to the Customer location including the necessary hardware, working space, and access to facilities.

5. **Customer Responsibilities**

Customer shall provide reasonable access, cooperation, and information as necessary to permit DataRobot to perform the Professional Services.

6. **Days of Performance**
   6.1. Professional Services will be performed Monday through Friday, excluding national holidays, during working hours, in the location where the Professional Services are to be performed by DataRobot.
   6.2. Where possible, DataRobot shall provide Professional Services on days requested by Customer. However, Customer acknowledges that DataRobot personnel may be unavailable at certain times if they have taken leave (e.g. sick leave, maternity or paternity, vacation or other paid time off or for administrative days such as training days, volunteer time off or required attendance at company events).

7. **Unused Hours**

   If at the end of the Subscription Term of the applicable Order, Customer did not consume all purchased Professional Service Hours, in any given year, (i) unused Professional Service Hours may be rolled over to Customer's renewal term or (ii) any amounts paid for unused Professional Services Hours shall be credited against an outstanding Customer invoice. If Customer elects to terminate its Agreement with DataRobot at the end of the Subscription Term, upon no less than 14 days' written notice to DataRobot, Customer will receive a refund of any unused prepaid Professional Services Hours.

8. **Other Conditions**
   8.1. **Updates to DataRobot University Subscriptions**
      8.1.1. DataRobot is continually seeking to improve the service it provides to customers, including the courses available through our DataRobot University Subscriptions catalogs. DataRobot shall be entitled to update the available courses, at any time, including, adding new content as well as removing courses that are outdated given changes to our Solution.

   8.2. **Professional Services Management and Communication Plan**
      8.2.1. If relevant, project plans will be defined in collaboration with Customer's team.
      8.2.2. Mutually agreed upon sprint and update meetings will be set up with Customer's team to ensure timely communication and management of issues.
      8.2.3. Any project plan provided for the delivery of the Professional Services contains forecasts only. Delivery and completion dates can vary based on many factors, in particular Customer providing all assistance, information and other items when required. DataRobot shall keep customer regularly informed of progress against any project plan. DataRobot shall on request, provide information to evidence the time spent on delivery of the Professional Services.

   8.3. **Order of Precedence**
      If any of the terms of this Statement of Work conflict with any of the terms of any Order, then, unless otherwise set out in the Agreement, the terms of this Statement of Work will control solely with respect to the Professional Services covered by this Statement of Work.

9. **Definitions**

Cleared Resource	means an individual who has obtained the mutually agreed upon security clearance to deliver the Professional Services.
Customer Facing Data Scientist	means an individual who has the professional education, training, experience, and skill to (i) provide data science advisory support and subject matter expertise to facilitate the design, testing, and delivery of AI use cases on the DataRobot software platform; and (ii) to enable and educate value-producing customer end users to develop and/or deploy AI models on the DataRobot software platform.
AI Success Manager	means a named day-today account management resource and liaison to DataRobot support

	that is available to support and coordinate across DataRobot to facilitate new customer onboarding, quarterly business reviews, education of new product features & online resources and resolution of platform related questions.
AI Engineer	means an individual who has the professional education, training, experience and skill to (i) assist with integrating DataRobot software platform with a customer's infrastructure and data systems; (ii) gather requirements and advise on best-fit architecture and configuration to support the platform; (iii) design, build, and test production data pipelines to support AI models developed; and (iv) deploy DataRobot software platform.
DataRobot University Subscription: Standard	means access to a catalog of self-paced courses and labs for an individual for one year. The full list of available courses is located at: https://university.datarobot.com/page/by-type
DataRobot University Subscription: Premium	means access to a catalog of self-paced courses, labs, and virtual instructor-led courses for an individual for one year and one certification exam. The full list of available courses is located at: https://university.datarobot.com/page/by-type