



DATABRICKS SUPPORT SERVICES, ADVISORY & TRAINING SERVICES PRICING DOCUMENT

PART A: Databricks Support Services

PART B: Databricks Training

PART C: Databricks Professional Services Offerings & Packages

PART D: Databricks Professional Services Rate Card



PART A: Databricks Support Services

Databricks provides a number of support options on AWS and GCP to Buyers who enter into a Usage Commitment (as defined in the Lot 2 pricing document) that provide them with dedicated support and timely service for the Databricks platform. The purchase of Databricks Support Services gives the Buyer the option to raise support tickets.

Databricks Support Services can only be purchased on contracts where Buyer has made an AWS and/or GCP Usage Commitment. Databricks Support Services can be purchased within the initial Usage Commitment Call-Off Contract, or they can be purchased at a later date as an Amendment Usage Commitment Call-Off Contract to the initial Usage Commitment Call-Off Contract. Databricks Support Services cannot be purchased as a stand-alone product.

Databricks Support Services must match the term of the Call-Off Contract if the Databricks Support Services is purchased within the initial Usage Commitment or if Databricks Support Services are purchased at a later date the term of the Amendment Usage Commitment Call-Off Contract on which the Databricks Support Services is purchased cannot exceed the initial Usage Commitment Call-Off Contract term. The Charges for Support Services shall be included in the Usage Commitment and the terms set out in Annex 1 of this Lot 3 Pricing Document shall be included in the Order Form and Schedule 2: Call-Off Contract charges of the Call-Off Contract.

Part A - Table 1: AWS Support Services Pricing	
SUPPORT LEVEL	Pricing Annual / Upfront
AWS Business Support	Greater of \$15,000/year or 15% of annual AWS product commit
AWS Enhanced Support	Greater of \$30,000/year or 20% of annual AWS product commit
AWS Production Support	Greater of \$60,000/year or 25% of annual AWS product commit
AWS Mission Critical Support	Greater of \$120,000/year or 35% of annual AWS product commit
Direct Chat Support Add-On*	\$18,000 per year

** Direct Chat Support Add-On is available only as an add-on to AWS Enhanced Support.*

Part A - Table 2: GCP Support Services Pricing	
SUPPORT LEVEL	Pricing Annual / Upfront
GCP Business Support	Greater of \$15,000/year or 15% of annual GCP product commit
GCP Enhanced Support	Greater of \$30,000/year or 20% of annual GCP product commit
GCP Production Support	Greater of \$60,000/year or 25% of annual GCP product commit
GCP Mission Critical Support	Greater of \$120,000/year or 35% of annual GCP product commit
Direct Chat Support Add-On*	\$18,000 per year

** Direct Chat Support Add-On is available only as an add-on to GCP Enhanced Support.*

Part A - Table 3: Multi Cloud Support Services Pricing
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SUPPORT LEVEL	Pricing Annual / Upfront
Multi Cloud Enhanced Support	Greater of \$30,000/year or 20% of annual product commit
Multi Cloud Production Support	Greater of \$60,000/year or 25% of annual product commit
Multi Cloud Mission Critical Support	Greater of \$120,000/year or 35% of annual product commit
Direct Chat Support Add-On*	\$18,000 per year

Customers can purchase Multi Cloud Support on a Databricks contract which include both AWS & GCP Usage Commitments. The price of Multi Cloud Support will be calculated considering the Usage Commitment on both AWS & GCP.

**Direct Chat Support Add-On is available only as an add-on to Multi Cloud Enhanced Support.*

Customers that purchase Production Support or Mission Critical Support have the option to also purchase as an add-on a Designated Support Engineer (DSE) subscription. Subscriptions have a minimum commitment term of at least 12 months which shall be set out on the Order Form of the Call-Off Contract and are non-refundable in the event of termination for convenience.

Part A - Table 4: Designated Support Engineer Pricing		
Designated Support Engineer (DSE) subscription type	Price Annual / Upfront	Engagement level
Support DSE Silver	\$90,000 per year	Up to eight (8) hours per Week
Support DSE Gold	\$170,000 per year	Up to sixteen (16) hours per Week
Support DSE Platinum	\$325,000 per year	Up to thirty-two (32) hours per Week

PART B: Databricks Training**

Part B - Table 1: Instructor Led Courses Pricing

Instructor Led Courses – Private Classes			
Product	Days	Number of Attendees	Price
Private ILT Class – 1/2 day	0.5	up to 10	\$7,500
Private ILT Class – 1 day	1	up to 10	\$10,000
Private ILT Class – 2 day	2	up to 10	\$20,000
Add Extra Student to any 1/2 day class above 10 students	0.5	1	\$750
Add Extra Student to any 1 day class above 10 students	1	1	\$1,000
Add Extra Student to any 2 day class above 10 students	2	1	\$2,000

Part B - Table 2: Databricks Certifications Pricing

Databricks Certifications		
Product	Duration	Price
Certification Exam	2 hours	\$200

Part B - Table 3: Public Classes Pricing

Public Classes - Scheduled on Website / Databricks and Partner Delivered		
Product	Session	Price
Public Class – 1/2 day	Delivered in (1) half day sessions	\$750
Public Class – 1 day	Delivered in (2) half day sessions	\$1,000
Public Class – 2 day	Delivered in (4) half day sessions	\$1,500

Part B - Table 4: Instructor Led Courses - Private Classes Pricing

Instructor Led Courses - Private Classes			
Course Name	Days	Number of Attendees	Price
Apache Spark™ Programming with Databricks	2	up to 10	\$20,000
Data Engineering with Databricks	2	up to 10	\$20,000
Optimizing Apache Spark™ on Databricks	2	up to 10	\$20,000
Scalable Machine Learning with Apache Spark™	2	up to 10	\$20,000
Introduction to Python for Data Science & Data Engineering	2	up to 10	\$20,000
Machine Learning in Production	1	up to 10	\$10,000
Deep Learning with Databricks	2	up to 10	\$20,000
Generative AI Engineering with Databricks	2	up to 10	\$20,000
Data Analysis with Databricks SQL	1	up to 10	\$10,000
Advanced Data Engineering with Databricks	2	up to 10	\$20,000
Add Extra Student to any 2 day class above 10 students	2	1	\$2,000
Add Extra Student to any 1 day class above 10 students	1	1	\$1,000

Part B - Table 5: Public Classes Pricing

Public Classes - Scheduled on Web Site / Databricks and Partner Delivered			
Course Name	Days	Number of Attendees	Price
Apache Spark™ Programming with Databricks	2	1	\$1,500
Data Engineering with Databricks	2	1	\$1,500
Optimizing Apache Spark™ on Databricks	2	1	\$1,500
Scalable Machine Learning with Apache Spark™	2	1	\$1,500
Introduction to Python for Data Science & Data Engineering	2	1	\$1,500
Machine Learning in Production	1	1	\$1,000
Deep Learning with Databricks	2	1	\$1,500
Generative AI Engineering with Databricks	2	1	\$1,500
Data Analysis with Databricks SQL	1	1	\$1,000
Advanced Data Engineering with Databricks	2	1	\$1,500
Data Analysis with Databricks	1	3	\$1,000
Data Modeling Strategies	3hr	5	\$750
Get Started with Data Governance on Databricks	2hr	5	\$0
DevOps Essentials for Data Engineering	4hr	5	\$750
Advanced Data Engineering with Databricks	2	2	\$1,500
Advanced Machine Learning with Databricks	1	3	\$1,000

Part B - Table 6: Education Subscription Based

Education Subscription Based				
Product	Training Subscription Units (TSU) (1 person - 1-day class)	Minimum Training Subscription Units (TSU) per month*	Certification	Price
Learning Subscription - Silver (Annual)	Total 60 TSUs (Public only)	5 TSUs	0	\$37,999
Learning Subscription - Gold (Annual)	Total 120 TSUs (Public only)	10 TSUs	20	\$74,499
Learning Subscription - Platinum (Annual)	Total 240 TSUs (Public & Private)	20 TSUs	60	\$153,999

*Minimum Training Subscription Units (TSU) per month expire at the end of each month, but you can pull forward future month's allotment to an earlier month. Subscription is for 12 months or until total TSUs are used, whichever comes first.

Part B - Table 7: Education Subscription Based

Product	Minimum Users	Price
Databricks Academy Labs	N/A	\$200/user/year
Blended Learning (Annual)	N/A	\$1,500/user/year



Skills@Scale (Annual)	Require 100 users minimum	\$1,000/user/year
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All Annual and per user/year subscriptions have a minimum commitment term of at least 12 months which shall be set out on the Order Form of the Call-Off Contract and all of the above Part B: Training Services are non-refundable in the event of termination for convenience.

PART C: Databricks Professional Services Offerings & Packages**

Part C - Table 1: Professional Services Offerings & Packages Pricing		
Professional Services Offerings & Packages		
Assurance Services:	Offering Duration (weeks)	Price
Assurance - Arch and Best Practices Assessment	1	\$13,000.00
Assurance - Architectural Design Review	4	\$34,000.00
Assurance - HA and DR	4	\$40,000.00
Assurance - MLOps Best Practices	4	\$30,000.00
Assurance - Data Eng Support	8	\$42,000.00
Assurance - Delta Use Case Acceleration	6	\$42,000.00
Assurance - Streaming Use Case Acceleration	6	\$42,000.00
Enterprise-Readiness	4	\$32,000.00
DevOps Best Practices	2	\$25,000.00
Migration Assurance: Silver	8	\$100,000.00
Migration Assurance: Gold	20	\$250,000.00
Migration Assurance: Platinum	48	\$500,000.00
Migration Assurance - Global Delivery Center Silver	8	\$40,000.00
Migration Assurance - Global Delivery Center Gold	20	\$104,000.00
Migration Assurance - Global Delivery Center Platinum	48	\$208,000.00
Data Estate Optimization	4	\$41,000.00
GenAI Advisory	1	\$20,000.00
Delivery	Offering Duration (weeks)	Price
Unity Catalog PS Package	3	\$42,000.00
Data + AI Assessments Standard	1	\$21,000.00
Data + AI Assessments Enterprise	2	\$42,000.00
Jumpstart 5-days	1	\$12,500.00
Jumpstart 10-days	2	\$25,000.00
Data Platform Migration Foundation	4	\$80,000.00
Data Platform Migration Extended	2	\$40,000.00
Data Platform Migration Optimized	2	\$40,000.00
Hadoop Migration Foundation	4	\$80,000.00
Hadoop Migration Extended	2	\$37,000.00
Hadoop Migration Optimized	2	\$35,000.00
EMR Migration Foundation	4	\$70,000.00
EMR Migration Extended	2	\$37,000.00
EMR Migration Optimized	2	\$35,000.00
Multicloud Migration Foundation	7	\$80,000.00
Multicloud Migration Extended	4	\$50,000.00
Multicloud Migration Optimized	3	\$35,000.00
Lakehouse Build-out Optimized	5	\$71,500.00
Lakehouse Build-out Foundation	3	\$62,000.00
Lakehouse Build-out Extended	3	\$54,000.00



Streaming Analytics Foundation	2	\$42,000.00
Streaming Analytics Extended	2	\$46,000.00
Streaming Analytics Optimized	2	\$46,000.00
ML Model MVP	3	\$47,000.00
MLOps Optimized	3	\$47,000.00
SQL - MVP	3	\$25,000.00
Demand Forecasting MVP	3	\$47,000.00
White Label Foundation	1	\$16,000.00
White Label Extended	2	\$32,000.00
GenAI Jumpstart	-	\$60,000.00
PS Large Language Model (LLM) POC	4	\$53,000.00

All of the above packages are non-refundable in the event of termination for convenience.

Part C - Table 2: Coaching / Subscription Based Packages Pricing		
Coaching / Subscription Based	Offering Duration	Price
Guided Success Subscription Silver (Annual)	1 (Year)	\$100,000.00
Guided Success Subscription Gold (Annual)	1 (Year)	\$190,000.00
Guided Success Subscription Platinum (Annual)	1 (Year)	\$360,000.00
RSA Subscription Silver (Annual)	1 (Year)	\$150,000.00
RSA Subscription Gold (Annual)	1 (Year)	\$270,000.00
RSA Subscription Platinum (Annual)	1 (Year)	\$500,000.00
Lakehouse CoE Silver (Annual)	1 (Year)	\$447,000.00
Lakehouse CoE Gold (Annual)	1 (Year)	\$756,000.00
Lakehouse CoE Platinum (Annual)	1 (Year)	\$1,197,000.00

All subscriptions have a minimum commitment term of at least 12 months which shall be set out on the Order Form of the Call-Off Contract and all of the above Part C: Databricks Professional Services Offerings & Packages are non-refundable in the event of termination for convenience.

PART D: Databricks Professional Services Rate Card**



PART D - Table 1 - Professional Services Daily Rate Card		
Databricks Professional Services Rate card		
	Unit	Price
Data Scientist / ML Engineer	Daily Rate	\$3,200
Resident Solution Architect / Principal Consultant	Daily Rate	\$3,200
Sr. Consultant	Daily Rate	\$2,500
Consultant	Daily Rate	\$2,000
Sr. Project Manager	Daily Rate	\$1,600

All of the above Part D: Databricks Professional Services Rate Card are non-refundable in the event of termination for convenience.

**Any pre-purchased Databricks Services under Part B-D of this pricing document expire if not used (delivered) within 12 months of the start date of the Call-Off Contract and shall be deemed used and therefore non-refundable.

Scheduling requests are enabled under Databricks' then-current request processes and policies at <http://databricks.com/professional-services/sc-program-overview.pdf>.

Databricks Services are delivered remotely/virtually, unless otherwise arranged and agreed with Customer. Fees for Databricks Services do not include travel-related expenses incurred by Databricks personnel to deliver Customer-requested onsite services. Customer is responsible for venue arrangements for any Customer-requested onsite Training Services.

Visit <http://databricks.com/professional-services/service-descriptions> to view the Service Descriptions that apply to standard packaged Advisory Services, Training Services, and/or Subscriptions (to the extent included in this Order, or obtained by redeeming Success Credits).

Standards for Consultancy Day Rate cards

Consultant's Working Day – 8 hours exclusive of travel and lunch

Working Week – Monday – Friday excluding national holidays

Office Hours – 09:00 – 17:00 Monday to Friday

Minimum Number of days per initial PS engagement (3)

Annex 1 – Usage Commitment Pricing Annex

This Usage Commitment Pricing Annex supplements the Call-Off Contract entered into between the Parties.

- 1. Usage Commitment Pricing Annex Definitions.** Capitalised terms have the meanings set forth in the Call-Off Contract or unless otherwise defined in this Annex.

- a **“Advance Payment”** means the full Usage Commitment for the relevant Contract Year.
- b **“Contract Year”** shall mean:
 - i [Contract Year 1: XXXX
 - ii Contract Year 2: XXXX
 - iii Contract Year 3: XXXX]
- c **“Discount”** shall mean the relevant discount for the applicable Platform Service set out in Schedule 2 of the Call-Off Contract which is taken from the Supplier Pricing Document on the Digital Marketplace based on the Total Platform Services Usage Commitment during the Term.
- d **“Term”** shall mean the initial Term of this Call-Off Contract and in the event of any extension any new Term specifically agreed.
- e **“Total Usage Commitment”** shall be all of the Usage Commitments combined being [\$x].
- f **“True-Up Payment”** means an amount equal to the Total Usage Commitment less the total Usage Commitment Fees paid during the Usage Term.
- g **“Usage Commitment”** shall mean as relevant:
 - i [Contract Year 1: \$XXXX NOTE: this would include Platform Services, and if applicable any Support Services and/or Advisory and Training Services
 - ii Contract Year 2: \$XXXX NOTE: this would include Platform Services, and if applicable any Support Services and/or Advisory and Training Services
 - iii Contract Year 3: \$XXXX NOTE: this would include Platform Services, and if applicable any Support Services and/or Advisory and Training Services
- h **“Usage Commitment Fees”** means the following fees, which count towards the relevant Usage Commitment:
 - (a) Advance Payments paid to Supplier for each Contract Year (excluding amounts applied to taxes in accordance with section 9 of the Call-Off Contract) during the Term;
 - (b) the fees paid for use of Services incurred (excluding amounts applied to taxes in accordance with section 9 of the Call-Off Contract, and net of any applicable discounts and refunds) in excess of the Advance Payments during the Usage Term.

2. Discount.

- a The Buyer acknowledges and agrees that the Discount is being granted in exchange for the Total Usage Commitment being made by the Buyer on the terms set out in this Annex of the Call-Off Contract.
- b The Supplier will apply the Discount to fees for use of Services during the Term of this Call-off Contract provided the Buyer complies with the terms of this Annex and Call-Off Contract. The Supplier will apply any discount expressed as a percentage to pricing for the Services detailed in the Supplier's Pricing Document on the Digital Marketplace.
- c The discounting under this Annex may not be combined with any other discounts (including with any discounts on the Supplier's site).

3. Advance Payments and Billing. The Buyer shall make an Advance Payment of the Usage Commitment for each Contract Year according to the payment terms agreed in this Call-Off Contract. Databricks reserves the right to accelerate the Advance Payment schedule billing of fees for the Usage Commitment(s) (and associated support Services, if any) if Buyer's usage exceeds the related amount for which it has been billed. Additionally, if Buyer's usage exceeds the applicable Total Usage Commitment, fees for such excess Services usage (and for associated support Services, if any) shall be billed monthly in arrears, and such usage shall be subject to the Discount the Buyer receives under paragraph 2 above during the Term. Except where accelerated billing has occurred, Advance Payments will not be applied to any fees or any taxes incurred before the Contract Year to which the Advance Payment relates.

4. Usage Commitment. If the total Usage Commitment Fees incurred during the Term are less than the Total Usage Commitment, then the Buyer will pay the Supplier a True-Up Payment at the End of this Call-Off Contract. For the avoidance of doubt, if Advance Payments are accelerated at any point during this



Call-Off Contract as set out above, then whether a True-Up Payment is due will be calculated based on whether the total Usage Commitment Fees paid during the Term are less than the Total Usage Commitment: in the event they are then the Buyer will pay the Supplier a True-Up Payment equivalent to that difference.

5. **Payments.** The Buyer will pay all amounts due in U.S. dollars. The Buyer will pay all amounts in accordance with the payment terms of the Call-Off Contract. All payment obligations under this Annex will survive expiration or termination.
6. **Advance Payment Balance.** During the Term, the Supplier will apply the then remaining balance of the Advance Payment ("**Balance**") to Charges and any taxes for use of Services during the relevant Contract Year. The Advance Payment including any Balance is nonrefundable, will not reduce the Buyer's future Advance Payment (if applicable), and is not a deposit for or credit toward the purchase of any services after the Term. After the Term, the Supplier will invoice the Buyer for an amount equal to any Balance of the Advance Payment, and such Balance will be applied against such invoiced amount.

7. Termination.

a Termination by the Buyer.

- i If the Buyer terminates this Call-Off Contract for cause in accordance with the Call-Off Contract, any True-Up Payment obligations arising after the effective date of such termination will not apply. If applicable, the Supplier will refund the Balance of any Advance Payment paid to the Supplier for the Contract Year of such termination, less any incurred and unpaid fees for the Services as of the effective date of such termination.
- ii If the Buyer terminates this Call-Off Contract for convenience in accordance with the Call-Off Contract, the following process will apply:
 - a If the Buyer has met the Total Usage Commitment during the Term prior to such End, then no True-Up Payment will be required to be made to the Supplier;
 - b If Buyer has not met the Total Usage Commitment during the Term prior to such End, then the True-Up Payment shall be due as set out in paragraph 4 above.

- b **Termination by the Supplier.** If the Supplier terminates the Call-Off Contract for cause in accordance with the Call-Off Contract, the Buyer will pay the Supplier an amount equal to the sum of the Total Usage Commitments plus any Services consumed over the Total Usage Commitment during the Term less the Advance Payment(s) or other payments the Buyer paid for Services during the Term as of the effective date of termination. Following such payment, any True-Up Payment obligations arising after the effective date of such termination will not apply.