

## Table of Contents

Domo Retainer Services Overview .....	3
Engagement Model .....	3
Engagement Assumptions .....	4
Domo Resources .....	4
Your Project Team .....	5
Project Fees & Timeline .....	6
Change Requests .....	6
Other Terms .....	6



## Domo Retainer Services Overview

This Statement of Work ("SOW") outlines the terms and conditions under which Dekalb Schools SGA ("you" or "your") will engage Domo Professional Services on a retainer basis. Retainer services provide you with flexible, on-demand access to Domo's expertise and resources to assist with various project-based needs.

This model is designed to offer a proactive and agile approach to address evolving business requirements, allowing you to utilize Domo Professional Services in a manner that aligns with your strategic objectives.

## Engagement Model

The below engagement model articulates the collaborative process and framework under which you and Domo Professional Services will interact throughout the duration of this SOW. This model is designed to allow for a seamless flow from initial engagement to the successful completion of each project initiative.

**Initiation & Scoping Process:** To initiate the request for Domo Professional Services, you will contact your Account Executive or Customer Success Manager to begin a scoping process with a member of the Domo Professional Services team. You will present a set of project needs, challenges, or requirements, and Domo will then conduct an initial assessment to define the project's preliminary scope and level of effort. This is an iterative process that allows both parties to refine the project objectives and deliverables until a mutual understanding is reached.

**Scope Alignment & Level of Effort:** Once a preliminary scope is established, you and Domo Professional Services will collaboratively review and align on the defined scope with respect to the hours available under this SOW. This alignment helps to ensure that the envisioned project is feasible within the retainer's constraints and that your priorities are addressed.

**Agreement on Project:** Following alignment on scope and evaluation, depending on project size, Domo will provide a project plan for your approval (via email) or a project-specific SOW for your review and execution. The project plan or project-specific SOW will include the project scope, deliverables, estimated hours, and any other requirements as outlined by Domo Professional Services. The signed SOW or approved project plan will establish the scope of the project and will govern over any conflict with this SOW or any other correspondence or agreements between the parties (unless the parties enter into a written Change Order). For short-term, small-scale staff augmentation requests, Domo may determine that a project plan or separate project-specific SOW is not required.

**Resource Assignment:** With the project scope agreed upon, Domo Professional Services will assign consultants whose expertise aligns with the project's requirements. This assignment is contingent upon the availability of consultants and aims to match the right skills and experience with the specific project needs.

**Professional Services Kickoff:** Once a project is approved or a project-specific SOW has been executed, the project formally commences with a kickoff meeting involving all relevant stakeholders from you and the Domo Professional Services team. The kickoff serves to introduce the project team, review the project plan, and confirm communication protocols.

**Completion and Acceptance:** For projects for which a project plan applies, Domo will notify you via email upon completion of tasks and deliverables outlined in the project plan, and you will have three business days (the "Verification Period") to identify and notify Domo of any elements of the applicable tasks/deliverables that were not properly performed in accordance with the scope set forth in the project plan ("Non-conformities").

If you identify any Non-conformities, you must deliver written notice of the Non-conformities to Domo prior to expiration of the Verification Period specifying in reasonable detail the elements of the applicable tasks/deliverables that were not properly performed. Domo Professional Services will coordinate with you to resolve any Non-conformities identified in the written notice. If you fail to provide proper written notice of non-conformities prior to expiration of the Verification Period, the applicable tasks/deliverables will be deemed completed and accepted by you.

For projects for which a project-specific SOW has been executed, the project-specific SOW will address the completion and acceptance process for that project.

## Engagement Assumptions

This section outlines key assumptions as to your responsibilities during the engagement.

### Delakb Schools SGA

- You will provide the required roles and resources to support the rollout of the initiative. These roles and responsibilities are listed in the "Your Project Team" section of this SOW.
- If applicable, you will provide the business rules and identify the specific source system fields required to build the cards.
- You will provide reports, if available, to reconcile the data in the Domo platform with the current data that is being used.
- If applicable, you will provide valid credentials for system connectors within three business days of request.
- If applicable, you will provide a windows server on which to run Domo Workbench jobs if it is determined Domo Workbench will be utilized as part of the connection strategy.
- If data or visualizations is to be made externally available from your Domo instance, you have or will, develop a portal to embed content.
- You will facilitate the relationship and required meetings with data source owners to connect and transform the relevant data.
- You will grant admin-level access to the Domo consultants assigned to this engagement.
- You will update frequency of data that does not require less than 15-minute refresh times.

## Domo Resources

Domo Professional Services may provide or make available the following resources for project delivery as needed:

- **Engagement Manager:** An Engagement Manager will be assigned to oversee and drive the project and lead all strategy and execution efforts. Responsibilities include:
  - Leading strategic workstreams, including roadmap development and adoption.
  - Working with you to define both MVP and final success criteria for the engagement.
  - Overseeing and coordinating multiple project workstreams to drive coordination and project execution. Integrating your and Domo Center of Excellence (COE) teams with internal Domo teams (e.g., engineering, labs, data science, training, etc.), as required.
- **Project Manager:** A Project Manager will be assigned to coordinate the implementation and deployment tasks and responsibilities between Domo Professional Services and your team members. Responsibilities include:
  - Leading solution design workshops to develop the project plan and deliverables for the project.
  - Establishing a regular cadence of planning sessions, project check-ins, and review/feedback/sign-off meetings.
- **Technical Architect:** A Technical Architect will support the project to drive best practices design and development of relevant data architecture and pipelines, including global data strategy, infrastructure, and architecture (connect/transform/prepare).
- **Business Consultant:** Business Consultant(s) will lead the day-to-day execution of visualization and user-adoption tasks. Responsibilities include:
  - Dashboard building and card visualization.
  - User training and onboarding.
  - Card/visualization QA & validation.
- **Technical Consultant:** Technical Consultant(s) will lead the day-to-day execution of technical tasks. Responsibilities include:
  - Data connection and acquisition.
  - ETL Transformations.
  - Building the data architecture and pipeline as designed by the Technical Architect.
  - QA & Validation.
  - Connector integrations and pipeline optimization.
- **Domo Everywhere Developer Engineer:** Domo Everywhere Developer Engineer(s) will lead the day-to-day execution of technical coding tasks. Responsibilities include:
  - Building wire frames of web pages and UX design related to web pages
  - Website development.
  - Domo Everywhere specific authentication, PDP, filtering, iframes, and other required coding tasks.
  - QA & validation.
  - Documentation of created code.

## Your Project Team

We recommend that you designate the following roles across a Core Project Team and an Extended Project Team.

Please see below for a description of these roles, responsibilities, and approximate level of effort required to execute the project. Depending on the size of your organization and the scope of the project, a single resource may fulfill multiple roles. Roles are generally not considered full time resource commitments.

**Core Project Team:** The following roles form your Core Project Team and are involved in day-to-day execution of the project.

- **Program Owner** – Leader who owns the overall success of the Domo program and leads the strategic use and adoption of the platform within your company.
  - Clarifies the business strategy and aligns initiatives with key business objectives.
  - Develops relationships with executives & teams across functional groups.
  - Coordinates and prioritizes key projects and tasks.
  - Manages overall Domo program performance & evangelizes its successes.
- **Data/Business Analyst(s)** – Analytical individual who executes the business strategy of the Domo program and is a tactical expert on the Domo platform as it relates to data visualization and user adoption
  - Gathers & translates business requirements into deliverables.
  - Creates actionable data visualizations and dashboards that drive value for business stakeholders.
  - Partners with business stakeholders to create actionable data visualizations & dashboards.
  - Establishes standards & shares best practices for data visualization.
- **Data Engineer(s)** – Technical individual who executes the technical strategy of the Domo program and is a tactical expert on the Domo platform as it relates to connecting, ingesting, and transforming data.
  - Works with data specialists to connect and integrate data from relevant data sources.
  - Creates and maintains ETL processes to create visualization-ready output datasets.
  - Ensures data security and permissions using appropriate Domo features and controls.
  - Identifies and resolves data accuracy and quality-related issues
- **Platform Administrator** – An individual who owns, administers, and manages the Domo platform for your organization.
  - Adds new users, establishes user roles, and organizes users into Domo groups.
  - Establishes and maintains user and platform governance to ensure integrity & security.
  - Configures Domo platform settings to optimize performance and meet business needs, providing end-user support and resolving platform-related issues.
  - Monitors platform usage and user activity to ensure optimal utilization and adherence to governance policies.

**Extended Team:** The following roles form the Extended Project Team and are required in a limited or ad-hoc capacity.

- **Executive Sponsor** – Senior executive who provides strategic guidance and support as well as championing Domo throughout your organization.
  - Champions the program at the executive level to secure buy-in.
  - Works with Program Owner to build a compelling business case for Domo.
  - Establishes key milestones & reviews progress on a regular basis. Addresses various roadblocks such as resource availability, budget constraints, competing priorities, & internal politics
- **Business Unit Sponsor** – Business unit leader within the organization who ensures that project deliverables align with business objectives and provides necessary guidance and context.
  - Guides the project to ensure alignment with strategic business unit objectives.
  - Provides critical context regarding metrics definitions and business operations.
  - Ensures project deliverables meet the established scope and objectives.
  - Supports the project team by delivering valuable insights and contextual expertise relevant to the business unit.

# carahsoft

- **Data Specialist** – The subject matter expert for an applicable data system who can provide guidance and clarity about how data is captured, where it is stored, and how to access it.
  - Provides user access & privileges needed to push & pull data from the respective system(s).
  - Helps resolve any data quality or availability issues within scope of the project.
  - Provides information about the data definitions, schemas, & lineage.
  - Collaborates on adhering to data security policies & best practices.

## Project Fees & Timeline

The Professional Services under this SOW are provided under a time and materials execution model. Domo Professional Services will provide the initial number of hours specified below for this retainer-based engagement. Hours expire, and may not be carried over, after 12 months from the date of the Service Order.

Effort of each assigned Domo resource counts against the overall project hours, including time on calls, email, working time, and ad-hoc requests. The Project Manager will work with you to review the project and give visibility into progress, including hours remaining.

Domo will notify you once the purchased hours have been consumed. If there are uncompleted projects, Domo has no obligation to complete such projects or perform any other services under this SOW unless you purchase additional hours.

### Project Pricing

Pricing details are as follows:

Pricing Details
Domo Professional Services   200 hours @ \$251.0752/hr   Fees = \$50,215.04

Note: Any additional hours will be charged at the above rate.

### Expenses

Work will be conducted remotely, unless requested to be onsite. Any travel and other expenses, where deemed necessary and pre-approved by you, are incremental costs and will be invoiced at cost. Expenses incurred in connection with the services under this SOW will not exceed 10% of the total project fees and will not be incurred without your written approval.

## Change Requests

During the duration of a project, you may request a change to the scope or nature of the services or deliverables described in the project plan by submitting a written change request to Carahsoft (a "Change Request"). Promptly after Carahsoft receives a Change Request, Carahsoft will submit a proposal to you describing the changes and the impact of such changes on the project completion schedule and fees.

Domo will have no obligation to commence work in connection with any requested change until the scope change and fee and schedule impact is agreed upon in a written change order signed by Carahsoft and Customer (a "Change Order"). No Change Request or proposal will be binding on either party unless and until a Change Order is signed by you and Carahsoft.

If the parties fail to enter into a Change Order, Domo will continue to perform its obligations in accordance with the original project plan, and Customer will continue to pay amounts as and when due and owing in accordance with the terms of this SOW and any accompanying Service Order.

## Other Terms

### Payment

You agree to pay the fees set forth above in accordance with the payment terms indicated in the service order entered between the parties. Additional hours will be invoiced by Domo and are payable within 30 days of the date of invoice.



#### Project Scope

Domo is not obligated to perform any tasks or provide any deliverables not specifically included in the project plan or project-specific SOW. Any requested tasks, deliverables, or activities not specifically included as part of the written project plan or signed project-specific SOW will require execution of a Change Order by the parties and may result in additional fees.

#### Excusable Delay

Domo will be excused from delays in performing, or from a failure to perform, services under this SOW to the extent such delays or failures result from causes outside of Domo's reasonable control. Without limiting the foregoing, you acknowledge that your failure or delay in furnishing necessary information, equipment, or access to facilities, your delay or failure in completing tasks required of you or in otherwise performing your obligations under this SOW, and any assumption contained in this SOW which is untrue or incorrect, will be considered an excusable delay or excusable failure to perform by Domo and may impede or delay completion of the project and may result in additional charges. Issues with your or a third party's connectors, APIs, software, hardware, or other technology may also impede or delay completion of the project and Domo is not responsible for any resulting delay or non-performance.



**Statement of Work**

Each party has executed this Statement of Work Order Form by its duly authorized representative.

**Customer**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**Carahsoft Technology Corp**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

Carahsoft Technology Corporation  
 11493 Sunset Hills RD  
 Reston, VA 20190



**Statement of Work**

<b>Client End User ("Customer") Agency:</b> Contact Name: Dr. Candace Alexander  E-mail: candace_alexander@dekalbschoolsga.org	<b>Sales Representative: Carahsoft</b> Name: Chase Boschetti Telephone: 571-590-3471 E-mail: chase.boschetti@carahsoft.com
<b>Quote Reference #: 60639227</b> <b>Effective Quote Date: 06/09/25</b> <b>Quote Expires: 07/31/25</b>	<b>Sales Representative: Domo Inc.</b> Name: Chris Sink  Telephone: E-mail: chris.sink@domo

Quantity (Hours)	Term	Part #	Services Purchased	Per Unit Fee	Pro Rate Per Unit Fee	Total Fee
200	12/20/25 – 12/19/26	OTS-RSPH	Retainer Services - (Per Hour)	\$251.0752	na	\$50,215.04
Travel and Expenses-				NTE	\$0.00	\$0.00
					<b>Total:</b>	