



# Mary Kay Proposal for Consulting Services

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19 October 2015

Cory Nguyen  
Mary Kay  
16251 Dallas Pkwy  
ADDISON, TX 75001

## Proposal for Consultancy Services to Mary Kay

Dear Cory,

Thank you for meeting with me on Friday and allowing Cloud Admin Services (CAS) the opportunity to submit this proposal. I have enjoyed working with the Mary Kay team on the cloud enablement project and believe there is considerable benefit for both parties to continue and grow this relationship towards helping Mary Kay deliver successful business solutions.

This proposal is for ongoing full-time consulting services provided in collaboration with Mary Kay.

### Background

Mary Kay has a number of IT initiatives to resource and deliver that are considered strategic to their business. The areas that we discussed included:

1. Supporting existing applications as part of the web master team
2. Realizing new initiatives such as the cloud enablement project

Mary Kay has an ongoing requirement to provide full-time, collaborative operational support to applications and operations outside of standard corporate business hours. This support is currently provided by the web master team out of Addison with additional support located in Europe.

Likewise, Mary Kay would like to enhance this operational support capability to the New Zealand time zone. New Zealand support would be available Sunday – Thursday from 3pm to 12am CST providing additional hours and an extra day per week of support for key systems.

Finally, Mary Kay has identified that the cloud enablement (GACM) project is key to reducing deployment friction and supporting a strategic direction of moving to the cloud. Mary Kay would like to retain Ray Bachert beyond the initial 6 month timeframe initially agreed upon and to receive a corresponding rate reduction due to the longer duration and direct vendor status with Cloud Admin Services.

It has been proposed that Cloud Admin Services working together with Mary Kay IT provide these capabilities. We are happy to provide a proposal to work with you on these initiatives.

## Our Proposal

Two full-time operations engineers will be available starting at the agreed upon commencement date to work in a collaborative fashion with the appropriate Mary Kay teams.

Doing business with our company out of New Zealand will offer you the benefits of:

1. **Financial savings** – due to an attractive exchange rate
2. **Excellent skills and work ethic** - Christchurch has a large, native English speaking, skilled IT population due to the presence of two major universities and a variety of technology initiatives
3. **Additional hours** – due to the time zone difference we can provide 7 hours of additional support Sunday-Thursday with 2 hours of overlap with your corporate teams

As a first step we propose to work with you on a framework for delivering this support including:

- ⌚ Specific skills required for the engineers
- ⌚ Service levels required
- ⌚ Communication and coordination with corporate employees and teams
- ⌚ Use and availability of Mary Kay systems
- ⌚ Mary Kay specific application knowledge transfer and process training

The operations engineers will work from our office in Christchurch, NZ and will be supervised by the assigned client relationship manager. We value our relationship with Mary Kay so we are happy to assign a New Zealand based client service manager, Paul O'Donnell, who will supervise the two engineers and will meet with you monthly (or more often) to review the service provided and to discuss areas where we might improve.

To assist you with the realization of the cloud enablement project we will provide our senior consultant, Ray Bachert to work with you at the Mary Kay corporate offices together with your team on this and other initiatives.

The term of these services is for one year with a review and possible extension at the end of that year.

The exact Mary Kay requirements would need to be confirmed prior to entering into an agreement.

## Team Members and Fees

Team Biographies are provided in the attached Appendix.

Given our existing and valued relationship with Mary Kay, we have discounted our standard hourly rates which will be as follows:

### Hourly Charge

Ray Bachert	\$105
Operations engineer	\$40

Should additional specialists be required, they will be charged on a comparative basis. Travel and disbursements are additional and would be charged at cost plus. Alternatively, travel and accommodation requirements could be arranged directly by Mary Kay.

The formation of the joint delivery framework would be a flat fee of \$5,000, representing two to three weeks of Paul O'Donnell's effort in collaboration with the relevant teams at Mary Kay.

## Conditions of Engagement

We propose to use our standard contract for consulting services unless Mary Kay already has a bespoke agreement.

Thank you again for the invitation to assist Mary Kay in developing this delivery solution, and we look forward to your response.

Please feel free to contact me if you have any questions or would like further details on the elements contained above.

Regards,

Ray Bachert  
Director  
Cloud Admin Services Ltd

This document contains information about CAS, particularly about the culture of our organization and approach to business, which would be of value to our competitors. We respectfully request therefore that it be considered commercially confidential.

## Appendix - Team Member Bios



**Ray Bachert**

**Sr. Consultant**

AWS Certified DevOps Engineer Professional, Solutions Architect, Sysops Administrator

Ray Bachert is President of Cloud Admin Services and a member of the company's Board of Directors. Cloud Admin Services was formed in 2013 to provide clients with a smooth transition to a collaborative relationship between their operations and development teams.

By implementing protocols that foster and create ways to strengthen the communication, collaboration, integration, automation and measurement of outcome software releases are of a higher quality and better aligned with business goals. Prior to starting CAS Ray spent 12 years at Microsoft working on enterprise software solutions and partnerships, software teams and IT operations leadership.

- Professional team leadership
- IT automation and DevOps
- Agile process transformation

### Relevant experience

**Mary Kay Cloud Enablement (Current)**  
**IT Automation and configuration management**

**Christchurch Earthquake Recovery Program (2012-2014)**  
**IT automation**

**Data Quality Associates (2008-2014)**  
**Data center migration**  
**DevOps transformation**  
**Business Intelligence**

**Microsoft Corporation**  
**Sr. Program manager (1996-2008)**



**Paul O'Donnell**

**Delivery Manager**

AWS Certified Solutions Architect

Paul O'Donnell is a skilled IT professional with a proven track record designing and delivering vastly scalable web solutions, managing teams and IT processes.

Paul's experience includes Cloud Based, Enterprise Architecture and Integration as well as Service-Oriented Architecture.

- Cloud Architecture
- Technical Strategy
- Auto-Scaling
- High Availability
- Performance Analysis
- Solutions Architecture

### Relevant Experience

**Christchurch Earthquake Recovery Program (2015-current)**  
**IT automation**

**Pivot software (2014-2015)**  
**CTO for a start-up**

**Findly (2009-2014)**  
**Azure cloud enablement project**