STATEMENT OF WORK

**This Statement of Work (“Statement of Work” or “SOW”) is made and entered into as of 8th November 2021 by and between Accenture Solutions Pvt. Ltd. (“Accenture”) and WinVinaya Foundation (“Service Provider”).**

**This Statement of Work is governed by all the Terms and Conditions of Accenture Purchase Order that will be issued to the service Provider and mentioned as General Term and Condition under this document.**

**Any capitalized term used but not defined in this Statement of Work shall have the meaning assigned to such term in the Purchase Order.**

**This Statement of Work remains in force from the date the Purchase Order is released to the service provider until next 6 months unless terminated earlier by the Parties under this Agreement and also comprises the following and any attachments hereto.**

## OBJECTIVE

The purpose:

For PwD Colleagues:

* Senior Industry leaders / PwD Leaders / Life Coaches to mentor PwD employees on leveraging their strengths and fulfilling their potential.
* Enabling them with approaches and mindset shifts to seek growth and break limiting mindsets.
* Mentor to point them to develop specific skills that will equip them to succeed in their careers.
* Share practices that when put into use accelerate change and growth.
* Teach them their role in building greater inclusion for themselves in their teams.
* Mentor for Mental Wellness and Physical Wellness Conversations as they impact performance.

For Managers:

* Mentor Managers of PwD colleagues to operationalize inclusion
* Helping Managers understand dilemmas and blocks a PwD colleagues faces and approaches to break them
* Share simple steps to help get greater interaction and inputs from PwD colleagues
* Raise greater awareness of mental wellness and related team management
* Enabling Managers to use simple methods to enhance contribution from PwD colleagues
* Helping create role models

## DELIVERABLE

The key element of the program that vendor partner will deliver, as a disability expert partner is as below:

Career Planning Coaching

Through this module, the PwD employees will be offered 1:1 coaching sessions with vendor partner expert coaches who have a strong understanding of specific challenges faced by PwD at the workplace. These sessions will be based on the various feedback and self-assessment tools, such as Gallups’s Strengths Finders test/ Curiosity Quotient Assessment, Personal Development Plans based on 360 degree feedback, etc. that PwD employees have access to at Accenture.

Overview of the 1:1 coaching sessions:

* PwD employees through internal communication will be given the opportunity to sign up for a coaching session with vendor partner coaches.
* A time will be scheduled for the conversation with the experts. Alternatively, on specific days of the week, vendor partner coaches will be available for a duration of say 2-3 hours at a given location (virtual meeting rooms, dedicated phone line) and PwD employees can reach out to them at their convenience for a conversation.
* An optional ‘Reflection questionnaire’ will be provided to the employees who choose to sign up in advance for the coaching sessions.
* In the session coaches will address questions around individual’s career options, their plan for development and other workplace related challenges that they may face.
* While the discussion between the PwD employees & vendor partner coach will be kept confidential unless and until vendor partner coach spots extreme distress or a mental health issue, which will then be flagged off instantly to central HR SPOC.

Disability Confidence Coaching

This is for Accenture’s people managers, who need specific guidance on dealing with a situation involving an employee with disability. The vendor partner experts will thoroughly understand the challenge and provide a clear thought framework for the Manager to effectively resolve the situation.

Over a period of time in about 3 months’ time, an FAQ will be drafted and shared with Accenture team, so that most questions / inquiries can be dealt with by just referring to FAQ. The FAQs are a way of continuing the coaching sessions for PwD employees in the long term and dealing with specific challenges with regards to coaching an PwD employees, Managers will be offered a sensitization/awareness session. These sessions will be aimed at clarifying disability related concepts specific to the various disabilities and also provide practical hands-on coaching tips for managers.

In addition, a monthly report documenting the quantitative & qualitative aspect of the coaching program, vendor partner will provide a Quarterly insights report on both of the above coaching sessions that will lead to further the understanding of the needs and specific challenges.

Mindset Matters

*Growth Mindset for Fulfilling Potential -* As an **optional component**, to help prime participants for the coaching session, a webinar orsession on understanding the value of growth mindsets can be offered to all PwD employees.

This session is recommended as a way of increasing the chances of motivation for the employees to opt for the coaching sessions. This session could also be offered as an internal training session, if this is already available in Accenture’s training repository.

This session, based on Carol Dweck’s ground-breaking research on growth mindsets, will help participants to explore their mindsets and understand the value of developing a growth mindset for success at work. Participants will gain understanding of tools and strategies that help foster a growth mindset and as result feel more confidence in their abilities to change their career trajectory.

## ACCENTURE RESPONSIBILITY

* Accenture to ensure timely payments to the vendor owing to Accenture Payment terms and conditions
* Accenture to communicate to employees via sensitization e-mailers on what’s new in this space to look forward to

## VENDOR RESPONSIBILITY

Define objective, deliverable, methodology, process-flow, detailed schedule with stages of action and commercial proposed.

### Methodology

* Competencies, Scenarios and needs mapping
* Mentoring Platform Setup
  + Leverage Tech for scheduling and Mentor mentee connect logging
  + Published Calendars
  + 45-60 Minute sessions
  + Mentor profiles
  + Committed hours of availability per week
  + Sentiment based feedback on sessions
  + Analysis of common issues on agreed frequency
* Use insights to build and deploy Virtual Open Masterclasses

### Process Flow

**Discovery Conversations** – 3-4 Key Leaders, HR Business Partners

Develop mentoring focus areas designed for specific needs highlighted. Open platform for any of the focus areas OR share a set of areas available.

**Deploy Platform**

Published Schedules (Weekly / Monthly)

Mentor Profiles App / Web based scheduling

Capture insights 48 Hour in advance approx.

45-60 Min Session

1-1 Conversations

MS Teams / Zoom Guidance to block follow through sessions

**Digital Masterclasses**

Specific Common issue based & competencies based

Learning Nuggets and Engaging Discussions

Driving Collective Learning on common issues emerging for PwD Colleagues and Managers

Cohort size driven

### Delivery Schedule

Vendor partner to include a tentative schedule including but not limited to the below:

**Theme**

**Session type / Name**

**Duration**

**Method/Approach**

### Commercial Proposal

**Career Planning Coaching**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **STEPS** | **ACTIVITIES** | **DELIVERABLES** | **FREQUENCY** | **COST** | **OVERALL COST** |
| Strength/ Curiosity Assessment | Career Explorations | SWOT Report | Once per candidate | ₹ 5,000 | **₹15,000 per PWD Candidate** |
| Counselling | Professional & Personal Growth Discussion | Feedback Report | 2 Sessions | ₹ 1,000 per session |
| Mentoring | 1:1 sessions | Questionnaire & Action Plan Report | Twice a month for 3 months | ₹ 1,000 per session  (6 sessions) |
| Counselling with parents / guardians | 1:1 sessions | - | On need basis | ₹ 1,000 per session  (max 2 sessions per candidate) |
| Discussion with HR | Crucial / emergency issue(s) | Issue and potential mitigation plan | On need basis | - |

**Disability Confidence Coaching**

| **STEPS** | **ACTIVITIES** | **DELIVERABLES** | **FREQUENCY** | **COST** |
| --- | --- | --- | --- | --- |
| Disability Awareness Orientation | Awareness Presentation and Interaction with Participants - Primarily for Persons without Disabilities in the company | - | Once a month | ₹25,000 per batch of max 100 participants  Duration: 2 hrs |
| Disability Sensitization Workshop | Alter mind-sets, address fears, confusion, break stereotypes, and bust myths about PWD | - | Once a month | ₹25,000 per batch of 10-15 participants  Duration: 2 hrs |
| Mentoring Support | Integration of PWDs into the team, any issues/ potential issues that need to be addressed, provide ideas/ guidance | Action Plan Report & Quarterly insights report | Twice a month for 3 months | ₹1,000 per session  (max 1 hour per session) |
| Indian Sign Language Foundation Training | Tailor made curriculum to include visual gestural communication, practice assignments, comprehension with increasing complexity, live conversation practice with deaf person, lessons on deaf culture apart from the regular course curriculum | Training Materials | On need basis | ₹25,000 per batch of 10-15 participants  Duration: 10 hrs |
| Sign Language Interpretation Support | For a meeting or a training is planned for the participants including deaf employees | - | On need basis | ₹1,000 per session  (max 1 hour per session) |
| 1:1 Discussions | Discuss specific challenges, incidents, issues and come up with probable approaches and solutions to address them | - | On need basis | ₹1,000 per session  (max 1 hour per session) |
| FAQs | List generic queries and appropriate answers; include queries raised during sessions | FAQs | At the end of 3 months | - |
| Monthly Report | Quantitative & Qualitative aspect of the coaching program | Report | Monthly for 3 months | - |

**Mindset Matters**

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| --- | --- | --- | --- | --- |
| **STEPS** | **ACTIVITIES** | **DELIVERABLES** | **FREQUENCY** | **COST** |
| Session for PWDs | Presentation to PWD participants on understanding the value of growth mindsets | - | On need basis | ₹25000 per batch of 10 PWD participants  Duration: 2 hrs |
| Session for non PWDs | Motivation for the employees to opt for the coaching sessions | - | Once a month | ₹25000 per batch of 10 Non-PWD participants  Duration: 2 hrs |

## CONTACT PERSONS

**Service Provider Escalation Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Name | Email ID | Phone number |
| Level – 1 | Seethalakshmi Kuppuraj (aka)  Akila Sankar | akila.sankar@winvinayafoundation.org | +918008533359 |
| Level – 2 | Sivasankar Jayagopal | shiva.jayagopal@winvinayafoundation.org | +919676433359 |

**SRM Escalation Matrix**

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Name | Email ID | Phone number |
| Level – 1 | Keerthi Raj | [Keerthi.raj@accenture.com](mailto:Keerthi.raj@accenture.com) | +919886354307 |
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**Procurement - Escalation Matrix**

|  |  |  |
| --- | --- | --- |
| Level | Name | Email ID |
| 1 | Ravi Peri | [ravi.peri](mailto:anees.sultana@accenture.com)@accenture.com |
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| 3 | RL. Narayana | narayana.r.l@accenture.com |

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| --- | --- |
| **For and on behalf of**  Accenture Solutions Pvt. Ltd. | **For and on behalf of**  WinVinaya Foundation |
| **Name:** Sumesh.Suri | **Name:** Sivasankar Jayagopal |
| **Title:** Associate Director, Procurement | **Title:** Founder Chairman |
| **Date:** | **Date:** 8th November, 2021 |