



UN Global Compact Network India (UN GCNI)

Request for Proposal (RFP)

For Revamping HR Policy and Providing HR & Administrative Support Services

1. Background

UN Global Compact Network India (UN GCNI) is the Indian Local Network of the United Nations Global Compact (UNGC), New York, and serves as a multi-stakeholder platform dedicated to promoting sustainable and responsible business practices aligned with the Ten Principles of the UN Global Compact and Sustainable Development Goals (SDG).

In line with the evolving priorities under the UNGC Global Strategy 2026–2030 (https://info.unglobalcompact.org/ungc_strategy) and the recommendations of the Governing Council for strengthening UN GCNI's institutional and organizational framework, UN GCNI intends to engage a professionally qualified and experienced agency/firm to review, redesign, modernize, and operationalize its Human Resource (HR) and related administrative systems.

The objective is to establish a transparent, efficient, employee-friendly, and future-ready HR policy aligned with organizational growth, employee welfare, UN values, Indian labour laws, and international best practices.

The assignment will include two major components:

1. Review and Revamping of the Existing HR Policy of UN GCNI; and
2. Providing Continuous HR and Administrative Support Services to UN GCNI for an initial period of one (1) year.

UN GCNI therefore invites detailed technical and financial proposals from eligible agencies/firms having demonstrated expertise in HR policy development, HR management systems, organizational development, labour law compliance, and HR administration support.

2. Type of Assignment

The assignment shall be consultancy-cum-operational support in nature and shall broadly include:

- Review and undertake a comprehensive assessment of UN GCNI's existing HR and administrative systems, organizational structure, team/staff capacity, skills & competencies to identify gaps and strengthen institutional effectiveness.
- Revamping and development of a transparent, employee-friendly, and employer-friendly HR Policy.
- Development of Organizational Organogram, HR operational systems, SOPs, templates, manuals, and compliance mechanisms.
- Advisory support for strengthening institutional HR governance and administration.
- Continuous HR and administrative support services for day-to-day HR management and related functions for an initial period of one year.

The selected agency shall work closely with UN GCNI management and designated officials during the assignment period.

Period: 10 Weeks (For the revision and submission of HR policy of UN GCNI)

3. Purpose of the Assignment

The purpose of this engagement is to establish a professional, transparent, efficient, and sustainable HR management policy that strengthens organizational systems, improves employee satisfaction and welfare, ensures compliance, and supports institutional growth of UN GCNI.

The assignment specifically aims to:

1. Promote work-life balance, diversity, inclusion, transparency, integrity, and staff wellbeing, in alignment with UNGC ethical standards and Global Strategy 2026 - 2030
2. Standardize HR policies and procedures of UN GCNI.
 - Create a structured, fair, transparent, and employee-centric HR policy.
 - Ensure alignment with Indian labour laws, statutory requirements, UNGC ethical Standards and Global Strategy 2030.
 - Strengthen recruitment, onboarding, appraisal, promotion, grievance handling, employee engagement, and HR governance systems.
 - Improve administrative efficiency and institutional accountability.
 - Establish professional HR support systems for ongoing organizational needs.

4. Scope of Work

Component A: Review and Revamping of HR Policy Framework

The selected agency shall:

A.1 Review Existing Systems

- Review the current HR Policy, administrative procedures, organizational structure, and HR practices of UN GCNI.
- Conduct consultations/discussions with management and relevant stakeholders (Governing Council, Staff/team, and selected UN GCNI Member companies, etc.).
- Identify operational gaps, policy limitations, compliance issues, and institutional strengthening requirements.

A.2 Develop HR Policy (Revised)

The revised HR Policy framework should include, but not be limited to, the following components:

Organizational Governance and HR Structure

- Organizational hierarchy and reporting structure
- HR governance and accountability systems
- Roles, responsibilities, and delegation framework

Recruitment and Selection Framework

- Transparent and merit-based recruitment mechanisms
- Job descriptions and competency frameworks
- Interview and evaluation systems
- Third-party participation for transparency
- Diversity and inclusion principles
- Background verification and due diligence systems

Employee Engagement and Classification

- Permanent employees
- Contractual/project staff
- Consultants
- Interns and trainees
- Outsourced personnel/support staff

Appointment, Induction, and Onboarding

- Appointment letter systems
- Probation and confirmation process
- Employee induction mechanisms
- HR documentation and records management

Compensation and Benefits

- Salary grading structure
- Increment and promotion policy
- Leave policy
- Insurance and employee welfare benefits
- Travel and reimbursement systems
- Learning and development support

Performance Management System (Performance Appraisal)

- KPI-based appraisal framework
- Annual Performance Review system
- 360-degree assessment mechanism
- Performance Improvement Plan (PIP)
- Career progression pathways

Employee Welfare and Workplace Culture

- Employee wellbeing mechanisms
- Work-life balance provisions
- Gender equality and inclusion
- Employee engagement initiatives
- Professional development systems

Ethics, Integrity, and Conduct

- Code of conduct
- Anti-corruption and anti-bribery provisions
- Conflict of interest policy
- Confidentiality and data protection
- Whistleblower mechanism

POSH and Grievance Redressal

- Prevention of Sexual Harassment (POSH) framework
- Internal Complaints Committee (ICC) systems
- Grievance redressal mechanism
- Disciplinary procedures, and also
- Develop other relevant policies for the organization.

Exit Management

- Resignation and separation systems

- Full and final settlement procedures
- Exit interview mechanisms
- Handover and knowledge transfer systems

HR Compliance Framework

- Compliance with labour laws and statutory obligations
- HR registers and documentation
- HR audit and monitoring systems
- Digital HR process recommendations, and also
- Develop other relevant policies/frameworks for the organization

5. Component B: Continuous HR and Administrative Support Services (Initial Period – One Year)

The selected agency shall provide ongoing HR and related administrative support services to UN GCNI, including but not limited to:

HR Support Services

- HR advisory and operational support
- Assistance in recruitment and hiring processes
- Drafting HR letters and employee communications
- Employee onboarding and documentation support
- Leave and attendance management support
- Employee file and records management
- Performance appraisal process support
- HR compliance and statutory advisory
- Employee grievance coordination support
- HR policy interpretation and implementation support
- Staff engagement and employee welfare and capacity building initiatives

Administrative Support Services

- Administrative process coordination support
- Assistance in maintaining HR/Admin documentation
- Support in institutional process standardization
- Administrative reporting support
- Coordination support related to HR and office administration systems
- Advisory support for improving operational efficiency

The exact operational modalities shall be finalized mutually between UN GCNI and the selected agency.

6. Duration of Assignment

The assignment shall initially be for a period of one (1) year.

The duration may be extended further based on satisfactory performance, organizational requirements, and mutual agreement between UN GCNI and the selected agency.

7. Deliverables

The selected agency shall submit/provide:

1. Final Revised HR Policy Manual (Inception Report and Work Plan, HR Assessment and Gap Analysis Report, Draft Revised HR Policy, Organizational Organogram with the positions required & JDs, Candidates Shortlisting and section criteria, HR SOPs, Templates, and Operational Formats, Employee Handbook/User-Friendly HR Guide, Compliance and Governance Framework, etc.)
2. Orientation/Presentation to UN GCNI Management and Staff
3. Monthly HR Support Reports during operational support period
4. Ongoing HR and Administrative Support Services for one year

8. Eligibility Criteria

Interested agencies/firms should fulfil the following criteria:

- Minimum 5–10 years of relevant professional experience in HR consulting, HR outsourcing, organizational development, or HR management support.
- Experience working with NGOs, international organizations, UN agencies, CSR institutions, development sector organizations, or business associations.
- Expertise in HR Compliances & Governance, labour laws, POSH compliance, and HR operational systems.
- Availability of qualified HR, legal, compliance, and administrative experts.
- Proven experience in drafting HR manuals, SOPs, institutional policies, and employee engagement systems.

9. Proposal Submission Requirements

Interested agencies/firms are requested to submit a detailed proposal containing the following:

Technical Proposal

Sl.No.	Deliverable / Criteria	Weightage
1	Organizational Profile, Structure and background	20
2	Detailed methodology and approach	20

3	Proposed work plan and timelines	20
4	Team composition and profiles of key experts	20
5	Relevant experience and credentials	05
6	Understanding of the assignment	05
7	Similar assignments undertaken	05
8	Client References/References details	05
Total Weightage		100

Financial Proposal

The agency shall submit a detailed financial proposal clearly indicating:

Sl.No.	Financial Criteria	Weightage
1	Consultancy fee for HR policy review and revamping	20
2	Cost for one-year HR and administrative support services	20
3	Detailed Breakup of Professional Fees and Taxes	20
4	Reasonability and Competitiveness of Financial Proposal	20
5	Additional Operational / Incidental Costs (if any) and Overall Cost Clarity	20
Total Weightage		100

Note: Each component of the Financial Proposal shall carry equal weightage during evaluation. The final selection shall be based on the overall quality, relevance, technical suitability, and financial competitiveness of the proposal, including the reasonableness and clarity of the quoted cost.

- The Financial Proposal should clearly specify the total lump-sum cost of the assignment along with a detailed breakup of all applicable professional fees, taxes, administrative expenses, and any other associated costs.

Note: The Financial Proposal must be submitted as a password-protected PDF document. The password should not be shared or submitted along with the proposal. The password will be requested by UN Global Compact Network India (UN GCNI) only from those agencies that are shortlisted based on the technical evaluation. Financial proposals of agencies that do not qualify in the technical evaluation will remain unopened and will not be considered for further evaluation.

Timeline: July 30, 2026 for the Submission of both Technical and Financial Proposals.

10. Evaluation Criteria

Proposals shall be evaluated based on:

- Relevant organizational experience
- Understanding of assignment and methodology
- Technical expertise of proposed team
- Experience in HR policy and HR support services
- Experience with development sector/UN-related institutions
- Financial competitiveness and value proposition

11. Confidentiality

The selected agency shall maintain strict confidentiality regarding all documents, employee information, organizational data, and internal processes shared during the assignment.

All reports, policies, manuals, templates, and systems developed under this assignment shall remain the exclusive property of UN GCNI.

12. Rights of UN GCNI

UN GCNI reserves the right to:

- Terminate the RFP process at any stage without liability.

Note: UN GCNI shall not bear any cost or expenses incurred by the applicant agency/firm in connection with the preparation and submission of proposals for the said assignment.

12. Submission Details

- **Last Date for Submission:** July 30, 2026
- **Mode of Submission:** Email
- Email ID- procurement@globalcompact.in

Terms and Conditions

- The decision of Global Compact Network India shall be final and binding.
- The organization reserves the right to accept or reject any or all proposals without assigning any reason.
- The selected firm may be required to sign a formal agreement detailing the terms of engagement.