UN Global Compact Network India (GCNI)

Request for Proposal (RFP)
For Revamping HR Policy and Providing HR & Administrative Support Services

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1. Background

The UN Global Compact (www.unglobalcompact.org) is a voluntary initiative launched by the United Nations in 2000, aimed at promoting sustainable and socially responsible business practices worldwide. It encourages companies to align their operations with ten principles in the areas of human rights, labour, the environment, and anti-corruption. The initiative is the world's largest corporate sustainability initiative, with over 20,000 companies participating globally, representing various sectors and sizes. The Compact serves as a catalyst for transforming business practices and driving societal goals, fostering responsible corporate citizenship. The Indian Local Network (GCNI) of the United Nations Global Compact (www.globalcompact.in) has been in existence for the last 23 years serving more than 500 members in support of the global imperatives and national priorities.

In line with the evolving priorities under the UNGC Global Strategy 2026–2030 (https://info.unglobalcompact.org/ungc_strategy) and the local efforts to augment the achievement of the Sustainable Development Goals in India, which are in the final phases of the 2030 deadline, the Governing Council of GCNI has recommended strengthening its institutional and organizational framework. In order to fulfil this mandate, GCNI intends to engage a professionally qualified and experienced agency/ consortium of agencies to review, redesign, modernize, and support the operationalization of its revamped Human Resource Systems.

The assignment will include two major components:

1. Review and Revamp of the existing organizational structure (both personnel and processes) to fashion a fit to purpose workforce, ready to meet the challenges of the new global and national strategy of GCNI; and
2. Revamping the existing HR policy to create a future ready framework with suitable workflows and systems and supporting its execution for an initial period of one year.

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

2. Type of Assignment

The assignment shall be consultancy in nature and shall broadly include:

- Review and undertake a comprehensive assessment of 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 GCNI management and designated officials during the assignment period.

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 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 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 GCNI.
- Conduct consultations/discussions with management and relevant stakeholders (Governing Council, Staff/team, and selected 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 competency-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
- Work from Home and Leave policy
- Insurance and employee welfare benefits
- Travel and reimbursement systems
- Learning and development support

Performance Management System (Performance Appraisal)

- KPI/ KRA -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: Provide HR and Administrative Support Services (Initial Period – One Year)

The selected agency shall provide ongoing HR and related administrative support services to 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 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 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 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 / Citeria	Weightage
1	Organizational Profile	20
2	Methodology and approach	20
3	Work plan	20

4	Team composition and profiles of key experts	30
5	Similar assignments undertaken	10
	Grand Total	100

Financial Proposal

The agency shall submit a detailed financial proposal in a password protected file, clearly indicating 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. Applications sending the financial proposal in an open unprotected file are liable to be rejected summarily.

GCNI will be requesting for the password of the financial proposal after the evaluation of the technical proposals are undertaken. Financial proposals of only those applicants will be opened who get at least 70% in the technical evaluation round.

Final Selection

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. Proposals will be evaluated using a combined scoring formula. The technical proposal receives 70% of the weight and the financial proposal gets 30%.

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 GCNI.

GCNI reserves the right to terminate the RFP process at any stage without assigning any reason for the same.

Note: 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. Contact and Proposal Submission Details

Dr. Somnath Singh, Deputy Director, GCNI will be available for any clarification on the RFP at the following **Email id** Somnath.singh@globalcompact.in and **Phone No.:** 91-9871074298.

Proposal Submission Deadline: 5 December 2026, 5.30 p.m. IST.

All proposals should be sent to the following
Email: procurement@globalcompact.ine