



Terms of Reference (ToR)

Setting up of Google Workspace based Institutional Email System for BILS

1) Introduction

This Terms of Reference (ToR) outlines the scope, objectives, and implementation process for setting up an institutional email system using Google Workspace for Bangladesh Institute of Labour Studies- BILS. This assignment is an integral part of the institutional strengthening program, under BILS-Laudes Foundation project titled 'Fair Futures: Shaping a Just Industrial Transition in Bangladesh'.

2) Background:

Bangladesh Institute of Labour Studies- BILS is a national organisation working on labour rights, policy advocacy, and capacity building. To enhance its institutional efficiency and ensure professional communication, BILS has decided to implement a cloud-based email system through Google Workspace.

Under this initiative, BILS will establish:

- ▶ **30 (thirty)** institutional email accounts under the **domain@bilsbd.org**
- ▶ A common administrative email account: **mail/contact@bilsbd.org**
- ▶ Each email account will have **30 GB storage capacity**
- ▶ Selected officials will receive additional storage **on demand basis**
- ▶ This system will facilitate secure, reliable, and professional communication within the organization and with external stakeholders.

3) Objectives:

The objectives of this assignment are:

- ▶ To set-up Google Workspace for BILS
- ▶ To create and manage 30 official email accounts **including common administrative email account (mail/contact@bilsbd.org)**
- ▶ To ensure secure and user-friendly email communication
- ▶ To provide user technical support, if needed
- ▶ To ensure secure authentication system including Two-Factor Authentication

4) Scope of Work

The scope of work includes, but not limited to, the following:

A. Google Workspace Setup & Configuration:

- ▶ Google Workspace account setup for BILS
- ▶ Creation of 30 user email accounts
- ▶ Setup of common admin email (mail/contact@bilsbd.org)
- ▶ Security setup (2-step verification, spam filtering, data protection policies)

B. User & Access Management:

- ▶ Master Administrator role with the provision to create sub-administrator
- ▶ Additional storage allocation system for selected employees (**on demand**)
- ▶ Email group configuration (**Management and Staff group must**)

C. Device & Platform Integration:

- ▶ Email setup on desktop and mobile devices
- ▶ Synchronization with Google services (Drive, Calendar, Meet)

D. Training & Documentation:

- ▶ Basic user training session: User guideline/manual (login, email use, password reset, etc. if needed)

E. Support & Maintenance:

- ▶ Troubleshooting and technical assistance
- ▶ Handover of admin credentials and system documentation

F. Implementation Timeline:

- ▶ Detailed work plan including setup, testing, and using
- ▶ Expected completion within specified timeframe

5) Financial Proposal:

The financial proposal should be divided into the following components:

A. One-time Setup Cost:

- ▶ Google Workspace configuration and deployment
- ▶ Domain and DNS setup

B. Subscription Cost:

- ▶ Per user Google Workspace license cost (30 users)

C. Support Cost:

- ▶ Post-deployment support (if separate cost applies)

Note:

Applicable VAT and Tax will be deducted at source as per government rules.

6) Timeframe of the Assignment:

The total duration of the assignment will be within **10 (ten) working days and must be completed by 15 May 2026.**

7) Competencies and Expertise Requirement:

The individual or firm/organization must have:

- ▶ Proven experience in Google Workspace deployment and management
- ▶ Strong knowledge of domain and DNS configuration
- ▶ Experience working with organizational email systems
- ▶ Ability to deliver within short timelines

8) Proposal Submission Procedure:

Interested individual or firm/organization are requested to submit Technical and Financial proposal to Executive Director, Bangladesh Institute of Labour Studies–BILS, House -8/A/Ka, Road-13 (new), Dhanmondi, Dhaka-1209 or through email: bils@citech.net. The individual/firm must submit the following documents along with the Technical & Financial Proposal:

- ▶ Company profile, Copy of Trade License.
- ▶ Document related to experience.

9) Deadline for Proposal Submission:

Within 5 (five) working days from the date of publication of this ToR.