

REGIONAL TRADE FOR DEVELOPMENT (RT4D)

TERMS OF REFERENCE FOR THE PROJECT

API Standards, Roles and Benefits to Facilitate Cross-Border E-commerce in AANZFTA

1. Summary

Title	Consultant to implement the project “API Standards, Roles and Benefits to Facilitate Cross-Border E-commerce in AANZFTA”
Start Date	November 2026
Completion Date	July 2027
Reports to:	RT4D Manager: <i>Mai Nguyen, RT4D Regional Manager</i>
Interacts With	RT4D: Mai Nguyen, RT4D Regional Manager, Trang Duong, RT4D Program Officer ASEAN Secretariat (ASEC): <i>ASEAN Secretariat Digital Economy Division (DED)</i> FTA Subsidiary Body: <i>AANZFTA Committee on E-commerce (CEC)</i> Project Proponent: <i>Viet Nam E-commerce Agency (iDEA), Ministry of Industry and Trade of Viet Nam (MOIT)</i>
Requires Approval from:	The RT4D Facility ASEAN Secretariat: <i>ASEAN Secretariat Digital Economy Division</i> FTA Subsidiary Body: <i>AANZFTA Committee on E-commerce (CEC)</i> Project Proponent: <i>Viet Nam E-commerce Agency (iDEA), Ministry of Industry and Trade of Viet Nam (MOIT)</i>
Timetable for Tender Process	Request for Proposals: 16 October 2026 Closing Date for Queries: 31 October 2026 Closing Date for Proposals: 9 November 2026
Submission Instructions	The provider should submit Technical and Financial submissions in alignment with requirements outlines in the Request for Proposal (RFP). The Submissions or any questions should be sent to the RT4D Manager at procurement@regionaltrade4dev.org by 9 November 2026 . Please also copy: trang.duong@regionaltrade4dev.org
Scope of Work Summary: Tetra Tech International Development, as managing contractor of RT4D, is seeking a consultancy firm/ consortium partner (hereafter “the Consultant”) to manage and deliver both technical and event organisation services for a project approved under the ASEAN-Australia-New Zealand FTA (AANZFTA) Implementation Support Program (AISP). Under the scope of services set in this ToR, the Consultant will manage the delivery of the following project: • API Standards, Roles and Benefits to Facilitate Cross-Border E-commerce in AANZFTA The Project Design will inform the implementation of this project. The delivery will be guided by standard RT4D processes and template and be subject to comments, amendments, and approval from RT4D Team, the Project Proponent, ASEAN	

Secretariat Digital Economy Division (DED), AANZFTA Committee on E-commerce (CEC), and Australia's Department of Foreign Affairs and Trade (DFAT).

2. Background

2.1 Project Objectives

Cross-border E-commerce is increasingly important in regional trade, yet the differences in digital systems and technical standards can create barriers to seamless E-commerce activities across markets.

Application Programming Interfaces (APIs) can help address those challenges by enabling different digital systems to communicate more effectively. The adoption of common API standards can reduce barriers to participation by promoting interoperability, lowering costs of connecting to digital systems, and creating more accessible pathways for businesses to engage in cross-border E-commerce.

However, the adoption of common API standards remains uneven across AANZFTA markets.

Therefore, this project seeks to identify the roles and benefits of API standards, the legal framework across AANZFTA Members and gaps. The project also looks at international standards, best practices and guidelines to provide a reference and recommendations for AANZFTA Members.

In doing so, the project has two specific objectives:

- The project enhances knowledge of API standards so that AANZFTA Parties are better able to understand and potentially apply and adopt these standards to facilitate cross-border E-commerce.
- The project supports policymakers in providing evidence-based insights which can potentially inform the strengthening of relevant legal and regulatory frameworks to maximise the benefits of API standards in enabling cross-border E-commerce.

2.2 Intended Beneficiaries

The primary intended users are policymakers and government authorities across AANZFTA Parties responsible for electronic commerce, digital trade, standards, data governance, trade facilitation and related legal and regulatory frameworks. The study is intended to provide an evidence base for policy development and for programs supporting enterprise understanding and adoption of API standards.

The broader and indirect beneficiaries are businesses participating in cross-border E-commerce, including E-commerce platforms, technology providers, payment and logistics service providers, business associations and enterprises. These groups are expected to benefit from better knowledge of data-exchange standards and the conditions required for future adoption.

2.3 Project Outcomes

By project completion, the study and workshop are expected to contribute to:

- A stronger evidence base for regulatory development: policymakers and government authorities have credible evidence and analysis to inform the policy discussion, development and/or improvement of the legal and regulatory frameworks and design business-support programs.
- improved stakeholder understanding and enhanced capacity: businesses, E-commerce platforms, technology and digital service providers, business associations and other relevant stakeholders will have improved understanding of API standards, their

implications and international best practices, and enhanced capacity to apply and adopt appropriate API standards.

This contributes to the AANZFTA Committee on E-commerce (CEC)'s efforts to achieve its SSDP Priorities, as well as contributes towards RT4D IO1 by giving the AANZFTA E-commerce workstreams better evidence for advancing regional cooperation priorities.

2.4 Complementarity with Other Efforts

The project will complement the implementation of AANZFTA electronic commerce commitments, including relevant work on digital trade standards and conformity assessment, and will draw on related national, ASEAN, AANZFTA, RCEP, and international initiatives on interoperability and cross-border data exchange.

At the ASEAN level, this project complements the ASEAN Single Window and its further development to address the interoperability between ASEAN and its Partners. The project also complements the ASEAN Digital Economy Framework Agreement (DEFA) which works towards a more integrated, interoperable regional digital economy. The project also aligns with the target of the ASEAN Digital Masterplan 2030 and other relevant ASEAN digital cooperation initiatives.

At the regional and international level, the project is relevant to the commitments under AANZFTA, RCEP on single window interoperability and cross-border paperless trade.

3. Scope of Services

The RT4D Facility is seeking a **consultancy firm/ consortium partner** (the Consultant) to support the delivery of project activities between November 2026 and July 2027. The selected Consultant will be responsible for the scope of services outlined in the sections below.

3.1 Project Activities

A.1 Activity 1 – Development of the Study

Activity description

The project will develop a draft study on the roles and benefits of API standards in facilitating cross-border E-commerce.

- **Content:** The study will define APIs and identify common API standards; analyse their roles and benefits; consider differences in regulatory and technical readiness across AANZFTA Parties. The study will also examine relevant regional and international practices; common API standards and opportunities and challenges associated with adoption; and present ways forward and recommendations.
- **Approach:** The data collection will combine three workstreams:
 - ✓ Structured desk review: desk review of the policy, legal and regulatory landscape across AANZFTA Parties,
 - ✓ Targeted primary research: request for information (RFI) sent to AANZFTA Parties, with additional interviews where needed,
 - ✓ Consultations with private-sector stakeholders: structured interviews with platform operators, business users and business associations with strong regional relevance, such as regional platform operators, regional business councils and associations.

The study should focus on the API standards that support B2B cross-border E-commerce in physical goods and examine how API standards support transactions conducted through E-commerce platforms, including connectivity between businesses, platforms and relevant government systems. Policy analysis should be the main focus of the study. While technical analysis is also necessary, it should be addressed at a general adoption level rather than at a detailed technical level.

The study should include a selective range of case studies to examine different approaches and how different stakeholders participate in the ecosystem, drawing on ASEAN countries and ASEAN dialogue partners (Australia and New Zealand) with differing public- and private-sector operating models. For example, Singapore, Thailand with different public- and private-sector operating models. A case study from ASEAN dialogue partners - either Australia or New Zealand - is also encouraged.

Activity outputs

- A study on API standards, approximately 50 pages, together with a stakeholder consultation report.

Consultant responsibilities

The Consultant shall be responsible for the full implementation of the activity description and delivery of the Study on API Standards and Stakeholder Consultation Report, including, but not limited to, the following:

- Develop the research outline and methodology, research and consultation approach, stakeholder mapping, RFI and consultation/interview tools, and submit them to the Project Proponent and RT4D for review and approval.
- Undertake the three data-collection workstreams: (i) structured desk review of the policy, legal and regulatory landscape across AANZFTA Parties; (ii) targeted primary research through RFIs and additional interviews where needed; and (iii) consultations with private-sector stakeholders, including platform operators, business users and business associations.
- Develop a selective range of case studies drawing on ASEAN countries and ASEAN dialogue partners, including Australia and/or New Zealand, to examine different approaches, public- and private-sector operating models and stakeholder participation.
- Analyse and synthesise the research findings, including the roles and benefits of APIs and common API standards, regulatory and technical readiness across AANZFTA Parties, relevant regional and international practices, and opportunities and challenges associated with adoption, with policy analysis as the main focus and technical analysis at a general adoption level.
- Prepare the Stakeholder Consultation Report and submit it to the Project Proponent, CEC and RT4D for review; incorporate feedback and finalise for approval.
- Develop the approximately 50-page Study on API Standards, including findings, case studies, ways forward and recommendations; submit the draft to the Project Proponent and RT4D for review, incorporate feedback as required, and prepare a near-final draft for validation at the Regional Workshop under Activity 2.

A.2 Activity 2 – Regional Workshop in Viet Nam

Activity description

A two-day workshop will be held in Viet Nam to obtain and pool comments from public- and private-sector suggestions, improve stakeholder understanding, discuss the key findings and recommendations of the study, and build capacity and promote the uptake of API standards.

The workshop will adopt an integrated and highly interactive approach, combining panel discussions, knowledge-sharing sessions and facilitated group-based work to promote practical learning, experience and knowledge exchange and cross-regional stakeholder engagement.

Following the workshop, stakeholder inputs will be consolidated and analysed to inform the final revision of the draft study. The final study will present clearly supported findings and recommendations for policymakers, government authorities and businesses, recognising different levels of regulatory and technical readiness across AANZFTA Parties.

Participation will include government officials working on E-commerce, trade facilitation and standards, together with private-sector representatives and experts. The workshop will involve approximately 40-50 participants: three funded participants from both the public (two) and private sectors (one) for relevant ASEAN Member States, two representatives from the ASEAN Secretariat, and active local participants from Viet Nam. The workshop will engage both local and approximately two or three international speakers to provide expert perspectives and training to ensure the best outcomes.

Activity output:

- One two-day workshop co-hosted by RT4D and iDEA and conducted in Ho Chi Minh City, Viet Nam, with documented stakeholder evidence, findings and areas of broad concurrence to inform the consolidated study.
- Final study for circulation to AANZFTA Parties, with a short summary developed to communicate the findings of the project publicly without disclosing sensitive information.

Consultant responsibilities

In close consultation with iDEA and RT4D, the Consultant shall be responsible for the full implementation of Activity 2 and delivery of the required outputs.

Technical responsibilities

- Develop the workshop delivery approach, two-day agenda and workshop materials, including panel discussions, knowledge-sharing sessions, facilitated group-based work and capacity-building content on API standards, and submit them to iDEA and RT4D for review and approval.
- Identify and propose appropriate participants, speakers, moderators and facilitators, including government officials working on e-commerce, trade facilitation and standards, private-sector representatives and experts from relevant AANZFTA Parties, ASEAN Secretariat representatives, and relevant Vietnamese stakeholders, in consultation with iDEA and RT4D.

- Secure and coordinate the participation of approved speakers, moderators and facilitators, including two to three international expert speakers for technical sessions, and manage all necessary briefing and preparation arrangements.
- Manage the end-to-end technical delivery of the workshop, ensuring effective coordination, practical learning, knowledge and experience exchange, and engagement between public- and private-sector stakeholders.
- Capture, consolidate and analyse stakeholder inputs, findings and areas of broad concurrence from the workshop to inform the final revision of the draft study and its recommendations.
- Finalise the Study on API Standards based on relevant workshop inputs and consolidated feedback; submit the revised study to iDEA, CEC and RT4D for review, incorporate final feedback as required, and finalise the study for approval.
- Develop a short public summary of the Study, communicating the findings of the project publicly without disclosing sensitive information; submit the draft to iDEA, CEC and RT4D for review; incorporate feedback; and finalise the summary for approval.

Event organising responsibilities

- **Workshop organisation and logistics**
 - In consultation with RT4D and iDEA, identify and secure a suitable venue and manage all venue-related arrangements, including, but not limited to, room setup and seating arrangements, accessibility requirements, catering, and the design, production and installation of event branding and visibility materials, such as backdrops, e-standees and branded stationery.
 - Provide and manage all technical infrastructure required for the workshop, including LED screen(s), high-quality audio-visual and sound systems, interpretation equipment, reliable high-speed internet connectivity, and hybrid meeting facilities where required. Ensure all equipment is tested and fully operational prior to the event and provide qualified technical personnel throughout the workshop.
 - Manage participant and event support services, including registration and check-in in accordance with RT4D requirements, reception/event support staff, and professional interpretation and MC services where required.
 - Prepare and provide all required workshop materials and manage their distribution, while coordinating the workshop schedule and providing on-site operational support to ensure smooth delivery of the event.
 - After the workshops: Compile participant feedback and the check-in list in accordance with RT4D's required standard/ template to produce a comprehensive post-workshop report and finalize all expense reports with required supporting documentation for the RT4D payment process.
- **Participant accommodation and travel reimbursement**
 - Coordinate with RT4D Facility and iDEA to follow up on participant registrations for the workshop.
 - Facilitate travel arrangements.
 - Coordinate and provide suitable lodging arrangements at a four-star hotel.
 - Facilitate the payment of per diems and travel expenses.

- Prepare, collect and compile all required data, records and documentation throughout the workshop preparation, delivery and completion process, and submit them in accordance with RT4D requirements and templates.
- **Media-related support**
 - Draft and submit the press release in Vietnamese and English to iDEA and RT4D Facility for review, feedback and approval.
 - Prepare and conduct 2–3 interviews with selected workshop participants and/or stakeholders, as required, to support the production of a workshop recap video featuring key proceedings, highlights of the workshop and participants reflections.
 - Deliver high-quality photographs and all video footage from the workshop, including complete, unedited footage of opening remarks delivered by VIP guests.

Project Completion Report

- Prepare and finalise the Project Completion Report (PCR) in accordance with the RT4D template, incorporating feedback from RT4D/ CEC, and submit for approval.

4. Project Work Plan

Working closely with the RT4D team and the Project Proponent team, the Consultant is expected to deliver the outlined deliverables in line with the work plan and timeline below.

The support from the selected Consultant, will be undertaken over a continuous effective period of **9 calendar months**. Work will commence immediately after contract signing.

Activity/Task	Responsible Party	Deadline
Activity 1: Development of the Study		
Task 1.1: Develop a workplan and research proposal, including methodology and the selected case studies. Obtain required feedback and approval.	Implementing partner, RT4D, ASEC, iDEA, for review, CEC for approval	Nov 2026
Task 1.2: Conduct research and data collection/consultations; and develop a recommended outline of the Study. Obtain required feedback and approval	Implementing partner, RT4D, ASEC, iDEA, for review, CEC for approval	Nov - Dec 2026
Task 1.3: Conduct further research and data collection/consultations. Analyse findings to develop the first draft of the Study.	Implementing partner	Dec 2026 - Jan 2027
Task 1.4: Conduct revisions in accordance with the guidance and feedback of relevant stakeholders.	Implementing partner	Jan-Mar 2027
Task 1.5: Develop the final draft of the Study. Obtain final approval.	Implementing partner, RT4D, ASEC, iDEA, for review, CEC for approval	Mar 2027
Activity 2: Regional Workshop in Viet Nam		
Task 2.1: Coordinate with RT4D, ASEC, and iDEA to confirm date, venue. Conduct stakeholder mapping across selected RCEP countries and develop participant outreach strategy.	Implementing partner, iDEA, RT4D, ASEC	Jan 2027
Task 2.2: Prepare logistics and invitation, develop the workshop agenda and training materials. Obtain required feedback and approval.	Implementing partner, iDEA, RT4D for approval	Jan-Feb 2027

Activity/Task	Responsible Party	Deadline
	ASEC for invitation circulation	
• Task 2.3: Deliver capacity-building workshop.	Implementing partner, iDEA, RT4D for co-hosting	Mar - Apr 2027
• Task 2.4: Collect participant feedback and prepare the workshop report. Obtain required feedback and approval.	Implementing partner, RT4D for approval	Within 2 weeks after the workshop
• Task 2.5: Document stakeholder inputs from workshop. Finalise the Study. Obtain required feedback and approval.	Implementing partner, RT4D, ASEC, iDEA, for review, CEC for approval	Apr-May 2027
Prepare and submit the Project Completion Report. Obtain required feedback and approval.	Implementing partner, RT4D for review, CEC for approval	Within 4 weeks after project completion

5. Gender Equality Disability and Social Inclusion

All RT4D projects mainstream Gender Equality Disability and Social Inclusion (GEDSI) throughout the project cycle. The Consultant will be responsible for ensuring that project implementation embeds GEDSI in line with the requirements set in this ToR. The Consultant should consult and work closely with the RT4D Manager, RT4D GEDSI & Trade Manager, Project Proponent and other stakeholders in ensuring that the project implementation addresses these requirements.

The consultant is expected to adhere to the following RT4D Guidelines as required:

- Embedding GEDSI considerations into the methodology, work plan, stakeholder engagement and activity delivery.
- Identifying and addressing barriers to the participation, access, influence and benefit of women, people with disability and other relevant or underrepresented groups.
- Applying inclusive and accessible approaches to consultations, workshops, training, communications and other activities.
- Ensuring that relevant GEDSI perspectives are reflected in project outputs, recommendations, tools and other deliverables.
- Collecting disaggregated participation data.
- Reporting on GEDSI actions, participation, results, risks and lessons through the agreed project reporting and MEL processes.

The Consultant must ensure that appropriate technical expertise and resources are available throughout implementation to support the effective integration of GEDSI requirements into project activities, outputs, communications, monitoring and reporting.

5.1 GEDSI Dimension of the Project

Unequal access to digital infrastructure, technical expertise, finance, standards information and policy processes can limit the ability of all enterprises - including MSMEs, women-led, women-owned enterprises, people with disability and other underrepresented groups - to understand and adopt API-enabled services. The project may therefore examine whether API standards and related adoption pathways create, reinforce or reduce barriers to inclusive participation in cross-border E-commerce.

5.2 GEDSI Dimensions of the Sector

Large platforms and technology providers may have greater technical and financial capacity to adopt and implement API standards than smaller enterprises. MSMEs and women-led, women-owned enterprises, enterprises led by persons with disabilities and other underrepresented groups may face higher adoption costs, limited access to specialised expertise and lesser representation in technical and policy discussions. These differences may affect their ability to adopt API-enabled solutions and fully participate in cross-border E-commerce.

The adoption of common API standards can reduce barriers to participation by promoting interoperability, lowering costs of connecting to digital systems, and creating more accessible pathways for businesses to engage in cross-border E-commerce. This, in turn, can help businesses more fully benefit from cross-border E-commerce opportunities under AANZFTA.

5.3 GEDSI Mainstreaming

Incorporate GEDSI considerations in the research's analysis of API adoption opportunities, challenges and recommendations.

- Encourage gender-balance by encouraging AANZFTA Parties to nominate women participants; and ensure meaningful representation of MSMEs and women-led, women-owned enterprises in the workshop by encouraging their participation where relevant and feasible. The project targets to have 30% women participants at the workshop.
- Collect participant data disaggregated by gender, country, stakeholder type and, where feasible and appropriate, disability status. Such data will be used to assess the reach and inclusiveness of the project engagement.
- Use inclusive outreach, accessible venues and materials, plain language where appropriate, and safe feedback mechanisms – as specified under RT4D's Guidelines for Inclusive Events.
- Employ an inclusive approach while conducting consultations with governments and businesses: ensure that consultations are designed with dedicated questions on GEDSI considerations to enable meaningful participation of women and the underrepresented groups and their perspectives are reflected in the evidence gathered.
- Apply the Do No Harm principle, including protection of confidential business information and avoidance of recommendations that unintentionally impose disproportionate compliance burdens on smaller enterprises.

6. Communications and Media

The Consultant will support the RT4D Facility in meeting any Communications and Media objectives through the course of the Project.

All reports, presentations, invitations, event materials and other communications products must be accurate, evidence-based, fit for purpose, accessible and of a high professional standard. Materials must comply with RT4D branding, acknowledgement and approval requirements, as advised by the RT4D Communications Team.

The Consultant is expected to adhere to following RT4D guidelines as required:

- Use approved RT4D branding, templates, logos and acknowledgement wording in project documentation and materials (e.g. reports, PPTs, invitations).
- Provide timely project information, verified evidence, photographs, participant inputs, quotations, testimonials and other materials required for RT4D communications and reporting.
- Collect photographs, video or other visual materials during project activities, where appropriate and with the required consent and permissions.
- Ensure that communications use inclusive and respectful language, representative imagery and accessible formats, including alt text, captions, transcripts or plain-language summaries where relevant.
- Obtain the required consent and permissions for the use of personal information, images, video, quotations, testimonials and case studies, including any additional safeguards required for children, people with disability or other vulnerable groups.

- Submit public-facing communications products to the RT4D Manager and Communications Team for review and approval before publication or distribution.

RT4D will retain oversight of communications quality, branding, messaging, approvals and release. The Consultant must not publish or distribute public-facing communications products relating to the Project without the required RT4D and, where relevant, Project Proponent, partner or donor clearance.

In addition, the Consultant is expected to manage the implementation of the project so that it adheres to communications objectives and planned outputs outlined in the sections below.

6.1 Communications Focus, Key Messages and Audiences

The project's key communication message focuses on enhancing AANZFTA Parties' awareness and capacity to understand that the differences in digital systems and technical standards can create barriers to seamless E-commerce activities across markets; and Application Programming Interfaces (APIs) can help address those challenges by enabling different digital systems to communicate more effectively. As a result, through the project, AANZFTA Parties could effectively address the remaining gaps to strengthen cross-border trade, implement their E-commerce commitments under AANZFTA.

Main audiences include:

- Members of the AANZFTA Committee on E-commerce (CEC), and relevant AANZFTA and ASEAN working groups;
- Policymakers and government authorities across AANZFTA Parties;
- Standards, trade facilitation, customs, data-governance and cybersecurity regulatory bodies;
- Researchers, technical experts and other stakeholders interested in API standards.

6.2 Communications Outputs

- Workshop presentations, discussion materials to be disseminated to workshop participants;
- Workshop report to relevant stakeholders;
- Final study to be disseminated through AANZFTA and ASEAN working groups;
- A short summary will be developed to communicate the findings of the project publicly without disclosing sensitive information.

7. Business Engagement

A. Business relevance

Businesses rely on timely and trusted exchanges of transaction, payment, logistics, product and regulatory information. The study will explain how API standards can support interoperability and identify practical adoption opportunities and constraints for adoption by businesses of different sizes and levels of digital readiness.

B. Reflection of business needs in project delivery

Business evidence will inform the selection of use cases, assessment of adoption barriers and formulation of recommendations. Consultations during the development of the study will use

structured questions and documentation tools so that business evidence is traceable to design findings while protecting confidential information.

C. Direct business engagement

Consultations during the development of the study will target businesses across AANZFTA countries.

The workshop will include private-sector participants, with a stronger effort to engage MSMEs and women-owned enterprises. Subject to confirmation, targeted evidence collection may also involve E-commerce platforms, technology providers, payment and logistics service providers, chambers of commerce and sector or MSME associations.

D. Use of business input

The business inputs gathered through consultations during the development of the study will inform its content. Additionally, the workshop report and consultation evidence matrix will record business pain points, practical use cases, implementation constraints and areas of agreement or divergence. The final study will explain how material business inputs were addressed in the analysis and recommendations.

8. Support to Lesser Developed Economies

A. Recognition of differentiated needs

The study will analyse how differences in legal frameworks, institutional coordination, standards expertise and business readiness affect the ability of AANZFTA Parties, including ASEAN Lesser Developed Economies (LDEs) to evaluate, apply and adopt API standards. However, the project does not specifically prioritise the assessment of a particular country.

B. Participation and practical relevance

Country examples, workshop participation and recommendations will be structured to reflect different levels of readiness and institutional capacity across AANZFTA Parties, including LDEs. Recommendations may distinguish common regional principles from phased or capacity-responsive implementation options, avoiding assumptions that all Parties can adopt the same approach at the same pace. That helps ensure that LDEs can participate and benefit meaningfully from the proposed approaches.

9. Monitoring, Evaluation & Learning

The project's performance will be monitored against the activities, outputs, outcomes, indicators and evidence sources specified in this ToR. The Consultant will support the RT4D Facility to collect, manage and report reliable evidence on project delivery, participation, output quality, GEDSI integration, stakeholder feedback, outcomes and learning.

The Consultant must ensure that sufficient appropriately skilled personnel, time and other resources are available throughout implementation to meet the MEL requirements set out in this ToR. This will include, but not be limited to:

- Standardised participant registration forms (online).
- Standardised participant sign-in sheet and attendee tracking (online or paper form) for virtual and in-person consultation and workshops.
- Standardised participant feedback forms (online).

- Consolidated participant, attendance and feedback data (MS Excel in standardised RT4D template)
- Workshop Report using standardised RT4D template (due within two weeks after a workshop or training) summarising workshop participant and feedback information, workshop proceedings, outputs and key achievements and lessons learned.
- Relevant GEDSI participation data, including sex and disability disaggregation.
- Progress and Project Completion Reports, using the standardised RT4D template, documenting delivery against the approved activities, outputs and work plan, and assessing whether the project met or contributed to its intended outcomes. In assessing project outcomes reports must describe observed changes, including who changed, what changed, when and where the change occurred, the supporting evidence and the significance of the change.

The Consultant should consult RT4D's MEL team to:

- Verify that participant registration, attendance tracking and feedback arrangements comply with RT4D requirements.
- Obtain guidance on using MEL templates.
- Seek support with data collection during implementation, where required;
- Obtain guidance on the tabulation and analysis of participant, attendance and feedback data required to complete the Workshop Report
- Seek guidance on assessing and documenting whether the project achieved or contributed to its intended outcomes, including identifying observed changes, supporting evidence, significance and contribution to the relevant project outcomes.

Table 9-1: Project Performance Indicator

Result level	Project result	Indicator	Target	Evidence/source	GEDSI dimension
Outcome 1	Relevant CEC members and AANZFTA government authorities have stronger evidence base to inform policy discussions or development related to API standards and cross-border E-commerce	Project findings/ recommendations are acknowledged/ considered	Evidence that AANZFTA Parties acknowledge and consider the evidence generated by the project	Dissemination record, meeting records/minutes, meeting papers, written feedback, correspondence, workshop conclusion, or documented follow-up	No
Outcome 2	Government and private-sector stakeholders participating in the project demonstrate improved understanding of API standards, their potential benefits, adoption constraints and implications for cross-border E-commerce	% of workshop respondents demonstrating/ reporting improved understanding of the key issues covered by the project	≥70% of respondents	Post-workshop survey	Results disaggregated by gender, stakeholder type and country
Output 1	Evidence base on API standards and cross-border E-commerce	The study completed against the agreed scope	One study completed,	1 final approved study, approval record	Where feasible, the study

Result level	Project result	Indicator	Target	Evidence/source	GEDSI dimension
			validated and approved		identifies any differentiated barriers, opportunities, or impacts for underrepresented groups
Output 2	Stakeholder evidence and validation inputs from public and private sectors are captured and reflected in the final study	Stakeholder consultations capture government and business perspectives	Consultations completed and findings consolidated into a stakeholder consultation report	Consultation records, approval record	Employ an inclusive approach while conducting consultations with governments and businesses
Output 3	Validation of project findings, capacity-building for AANZFTA Parties and support the uptake of API standards	Number of capacity-building workshops delivered and participants trained	One workshop completed; at least 40 participants	Workshop report; participant lists	Yes – minimum 30% female participation

10. Reporting and Program Management

Deliverables are subject to feedback and amendments from the RT4D Facility team, the Project Proponent, AANZFTA Committee on E-commerce (CEC), ASEAN Secretariat Digital Economy Division (DED) and DFAT. The Consultant will engage regularly with these stakeholders in the drafting process, including seeking comments and adjustments and revising deliverables as directed.

The RT4D Facility will support with standard procedures required to receive feedback and endorsement from key stakeholders. A full list of stakeholders the Consultant will engage with is outlined below:

Stakeholder and Contact Points	Responsibilities
AANZFTA Committee on E-commerce (CEC)	- Approve project design. - Provide guidance regarding relevance to AANZFTA Parties. - Review and approve project deliverables. - Take forward agreed recommendations, subject to confirmation. - Approve project completion report.
ASEAN Secretariat Digital Economy Division (DED)	- Facilitate engagement with relevant Committee(s) and AANZFTA Parties. - Provide guidance regarding relevance to AANZFTA Parties - Support project activities including, but not exclusive to, stakeholder coordination, invitation outreach. - Review project deliverables.

Stakeholder and Contact Points	Responsibilities
Viet Nam E-commerce Agency (iDEA/MOIT)	- Provide clarification on outcome expectation, and information relevant to rationale, scope, priorities. - Coordinate with implementing partner and other stakeholders on project implementation, including but not exclusive to providing relevant information, stakeholder contacts, stakeholder coordination, workshop hosting/arrangements and invitation outreach. - Review project deliverables.
RT4D Facility	- Manage relevant procurements of project implementation and provide contract management. - Provide overall project management and technical oversight, monitor progress and quality assurance of Project implementation. - Review project deliverables. - Provide budget monitoring and reporting.
External Implementing Partner	- Deliver project activities in accordance with the approved Project Design and work plan; coordinate stakeholder engagement; prepare project deliverables and progress reports; and integrate monitoring, evaluation, learning (MEL), GEDSI, and communications requirements throughout project implementation. - Provide logistics and event management support, to relevant events for this project.

11. Child Protection, PSEAH (Protection from Sexual Exploitation, Abuse and Harassment) and other Policy Considerations

For this specific project, and all other activities undertaken through RT4D, it is expected that anyone involved in the delivery must operate in strict compliance with DFAT's [Child Protection](#) and [Protection from Sexual Exploitation, Abuse and Harassment \(PSEAH\)](#) Policies. In the design of stakeholder consultations and workshop or trainings the project should consider the importance of managing risks associated with the Australian Government Department of Foreign Affairs and Trade's (DFAT) Child Protection and PSEAH Policies.

The project should refer to Tetra Tech's policy on PSEAH for additional guidance on risk assessment and management. The project should also note that any activities that require personnel to be deployed outside their usual location or country of residence (e.g. consultations and regional workshops) may pose higher PSEAH risks.

The Consultant will work closely with the RT4D Facility to ensure that all project activities set in place adequate risk management measures including, but not limited to:

- Include Codes of Conduct and PSEAH compliance obligations in consultant and partner arrangements.
- Provide clear, confidential and accessible pathways for reporting concerns or allegations.
- Design workshop and consultation arrangements that are safe, inclusive and accessible.
- Use proportionate personnel screening, briefing, supervision and incident-management arrangements.
- Ensure communications, imagery and case studies are respectful, consent-based and culturally appropriate.

- Apply child-protection measures if children may be present or indirectly affected by any project activity.

12. Privacy and Confidentiality

Regional Trade for Development Facility (RT4D) is committed to ensuring and maintaining the security and confidentiality of all documents and information produced by its development programs and by its partners and clients. This includes ensuring the security and confidentiality of all information and documents produced by the ASEAN Secretariat and by AANZFTA FJC and their Subsidiary Bodies that are shared with RT4D's AANZFTA Implementation Support Program (AISP). RT4D security and confidentiality measures and protocols are underpinned by Tetra Tech (the managing contractor) systems.

All files/outputs associated with the delivery of outputs set in this TOR will be stored on a secure file-sharing platform (SharePoint). Access to SharePoint is controlled and will only be granted to non-RT4D users on a needs basis and as agreed with ASEC and or Subsidiary Bodies.

All RT4D sub-contractors and consultants will sign a Code of Conduct, a Deed of Confidentiality, and a Conflict-of-Interest Declaration before starting their tenure/assignment. These documents specify acceptable behaviours on confidentiality, handling of sensitive information, and information security. Training on these topics is also provided on regular basis to ensure compliance.

All personnel engaged by RT4D for the delivery of outputs set in this Scope of Services are expected to sign these documents before the implementation of this project.

13. Risk Management and Safeguards

The Consultant will support the RT4D Facility in the management and mitigation of project risks as outlined in the table below.

Risk	Likelihood	Impact	Mitigation Plan
Scope of API standards or cross-border E-commerce remains too broad or ambiguous	High	High	Confirm definitions, analytical boundaries, priority use cases and country coverage during inception; maintain a scope and assumptions register.
Insufficient or non-comparable evidence across AANZFTA Parties	Medium	High	Use transparent evidence criteria, triangulate policy, technical and business sources, and use selected case studies where comprehensive comparison is not feasible.
Uneven participation or limited access to government, technical and business stakeholders. Funded delegate nominations default to senior officials with limited representation of women or persons with disabilities, reducing the GEDSI-relevance of workshop evidence.	Medium	High	Agree stakeholder responsibilities early; use ASEC/CEC, iDEA/MOIT, RT4D and business networks to facilitate access; allow written or online inputs. The invitation encourages a gender-balanced participation if feasible.

Risk	Likelihood	Impact	Mitigation Plan
Technical content is inaccessible to policymakers, MSMEs or non-specialists	Medium	Medium	Use plain-language explanations, practical use cases, accessible materials and balanced technical, policy and business expertise.
Differing national views or readiness levels prevent concurrence on recommendations	Medium	High	Distinguish common regional principles from phased and nationally adaptable options; document differing views and validation decisions transparently.
Delayed review, approval or dissemination reduces timely completion and use	Medium	High	Agree review windows and approval pathway; use consolidated comments and a response matrix; escalate delays through RT4D project management.

About RT4D

Regional Trade for Development (RT4D) is an AUD53.3 million, 6-year initiative funded by the governments of Australia and New Zealand to support the effective implementation of ASEAN-Australia-New Zealand Free Trade Area (AANZFTA) and the Regional Comprehensive Economic Partnership (RCEP) agreements.

RT4D is delivered through 3 programs: the AANZFTA Implementation Support Program, the RCEP Implementation Support Program and the Australia-funded Trade and Gender Equality Incubator. Through these programs, RT4D provides targeted technical expertise, supports planning and coordination with ASEAN partners, focuses on less developed ASEAN economies, and facilitates selected FTA implementation in ways that support inclusive development outcomes.

🌐 Visit our website: <https://regional-trade4dev.org>

✂ Connect with us on X: [@RegTrade4Dev](https://twitter.com/RegTrade4Dev)

📘 Connect with us on Facebook: [@regionaltrade4dev](https://www.facebook.com/regionaltrade4dev)

🌐 Connect with us on LinkedIn: [@regionaltrade4dev](https://www.linkedin.com/company/regionaltrade4dev)

📺 Connect with us on YouTube: [@RegionalTrade4Development](https://www.youtube.com/channel/UCRegionalTrade4Development)

