

REGIONAL TRADE FOR DEVELOPMENT (RT4D)

TERMS OF REFERENCE FOR THE PROJECT

Review of Viet Nam's Regulatory Framework and Status of Trade in Services under RCEP

1. Summary

Title	Consultant to implement the project "Review of Viet Nam's Regulatory Framework and Status of Trade in Services under RCEP"
Start Date	November 2026
Completion Date	September 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 Project Proponent: <i>Department of Foreign Market Development and Multilateral Trade, Ministry of Industry and Trade (MOIT)</i>
Requires Approval from:	RT4D: <i>Mai Nguyen, RT4D Regional Manager</i> Project Proponent: <i>Department of Foreign Market Development and Multilateral Trade, Ministry of Industry and Trade (MOIT)</i>
Timetable for Tender Process	Request for Proposals: 30/09/2026 Closing Date for Queries: 15/10/2026 Clasing Date for Proposals: 25/10/2026
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 25 October 2026 . Please also copy: trang.duong@regionaltrade4dev.org
Scope of Work Summary: The Regional Trade for Development Facility (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 Regional Comprehensive Economic Partnership (RCEP) Implementation Support Program (RISP). Under the scope of services set in this ToR, the Consultant will manage the delivery of the following project: Review of Viet Nam's Regulatory Framework and Status of Trade in Services under RCEP 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 and Australia's Department of Foreign Affairs and Trade (DFAT).	

2. Background

The services sector plays an increasingly important role in economic growth, trade and investment across the RCEP region. As Viet Nam continues to implement its commitments under the RCEP Trade in Services Chapter, there is a need to strengthen understanding of the domestic regulatory framework, assess its alignment with RCEP commitments, and identify opportunities to improve implementation. At the same time, evolving regulatory practices, increasing services trade and the forthcoming 2027 General Review of RCEP create a timely opportunity to evaluate implementation progress and inform future policy development. Through a targeted review of the regulatory framework, analysis of trade in services between Viet Nam and RCEP Parties, and targeted capacity-building activities, the project will support more effective implementation of Viet Nam's trade-in-services commitments.

2.1 Project Objectives

The project aims to support the effective implementation of Viet Nam's commitments under the RCEP Trade in Services Chapter by strengthening institutional capacity, improving understanding of the regulatory framework governing trade in services, and providing evidence-based recommendations for future policy improvement.

In achieving this overall objective, the project has the following specific objectives:

- **Objective 1: Generating the evidence base** by reviewing Viet Nam's regulatory framework against its RCEP trade-in-services commitments, including domestic regulatory framework, implementation gaps, trade-in-services trends, and opportunities for regulatory improvement.
- **Objective 2: Increase knowledge and strengthen institutional capacity** by providing targeted capacity-building activities to support government officials and relevant stakeholders in implementing Viet Nam's trade-in-services commitments, implementation gaps, regulatory options, and relevant good practices.
- **Objective 3: Support the use of evidence for potential regulatory improvement** by providing evidence-based recommendations for policy considerations, capacity-building and contribute to Viet Nam's preparation for the 2027 General Review of the RCEP Trade in Services Chapter, and other relevant policy and regulatory processes.

These objectives will be achieved through a combination of regulatory review, trade-in-services assessment, stakeholder consultation and targeted capacity-building activities.

2.2 Intended Beneficiaries

The primary beneficiaries of the project are government officials and policymakers responsible for trade in services, RCEP implementation, and related regulatory frameworks. This includes officials from the Department of Foreign Market Development and Multilateral Trade, Ministry of Industry and Trade (MOIT), as well as other relevant ministries, government agencies, and sector regulators responsible for developing, implementing, and administering laws, regulations, and administrative procedures affecting trade in services. Through the project's analytical work, policy consultations, and capacity-building activities, these beneficiaries will strengthen their understanding of Viet Nam's trade-in-services commitments under RCEP, improve their capacity to implement those commitments effectively, and contribute to future regulatory improvement.

The project will also benefit a broader group of stakeholders, including provincial authorities, business associations, chambers of commerce, professional organisations, research institutions, universities, subject-matter experts, and development partners engaged in trade and services policy. Through participation in consultations, access to the Trade in Services Review Report, and dissemination activities, these stakeholders will gain a better understanding of Viet Nam's trade-in-services commitments, regulatory developments, and implementation challenges, enabling them to provide more informed support to businesses and contribute to future policy dialogue.

In the longer term, the project may contribute to future regulatory improvement by ensuring that the perspectives of businesses, including MSMEs, women-led enterprises, and ethnic minority-led enterprises, are reflected in the evidence and recommendations generated through the project. These businesses are indirect beneficiaries, as they may benefit from improved regulatory practices and institutional capacity rather than receiving direct project assistance.

2.3 Project Outcomes

- **Outcome 1:** By the end of the project, relevant government officials and stakeholders will have improved their understanding of Viet Nam's commitments under the RCEP Trade in Services Chapter, implementation gaps, the regulatory framework governing trade in services, and emerging regional good practices. The project contributes to RT4D IO4¹ by strengthening government officials' and relevant stakeholders' knowledge of RCEP Trade in Services commitments, implementation issues, regulatory frameworks, and regional practices, which in turn, strengthen their ability to implement RCEP commitments.
- **Outcome 2:** By the end of the project, MOIT and relevant government agencies will use or reference the evidence, findings, and recommendations of the Trade in Services Review Report in preparation for the 2027 General Review of the RCEP Trade in Services Chapter and/or relevant policy and regulatory processes. The project contributes to RT4D IO1² by generating evidence and practical recommendations on Viet Nam's implementation of RCEP Trade in Services commitments and supporting MOIT and relevant government agencies to use or reference these findings in preparation for the 2027 General Review and related policy and regulatory processes.

2.4 Complementarity with Other Efforts

This project builds on the long-standing efforts that have been pursued by the Department of Foreign Market Development and Multilateral Trade, Ministry of Industry and Trade (MOIT) under different programs such as the Mekong–Australia Partnership and Switzerland's State Secretariat for Economic Affairs (SECO).

The Mekong–Australia Partnership (MAP), supported by the Governments of Australia and New Zealand, have helped Department of Foreign Market Development and Multilateral Trade through initiatives on RCEP implementation, trade in services, the upgraded AANZFTA, and practical guidance for businesses. These efforts have progressively strengthened institutional knowledge and implementation capacity within MOIT and other government agencies.

¹ IO4: FTA Parties and their institutions, particularly LDCs, have improved knowledge and skills to increasingly implement priority areas within FTAs.

² IO1: FTA workstreams supported by RT4D effectively assist economic cooperation and integration as prioritised by FTA Parties, particularly LDCs.

The project also complements broader trade policy support provided by development partners, including the Swiss Trade Policy and Promotion Project funded by SECO and implemented by International Trade Center (ITC), which strengthens trade policy, regulatory frameworks and public-private dialogue. By focusing specifically on RCEP Trade in Services implementation, this project fills an important gap in the current development landscape while reinforcing the Government of Viet Nam's efforts to improve regulatory effectiveness and maximise the benefits of regional economic integration.

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 September 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 – Review of Viet Nam's trade in services commitments and regulatory framework

Activity description

The project will undertake a targeted review of Viet Nam's implementation of its commitments under the RCEP Trade in Services Chapter. The review will examine the extent to which Viet Nam's domestic regulatory framework aligns with its RCEP commitments, identify opportunities to strengthen implementation, and assess the current landscape of trade in services between Viet Nam and other RCEP Parties. Where data are available, the analysis will benchmark Viet Nam against selected RCEP economies to identify emerging trends and good regulatory practices.

The review will focus on developments during the period 2021–2026, enabling an assessment of progress before and after the entry into force of RCEP. It will combine desk research with analysis of relevant legislation, regulations, policy documents, and trade data to provide a comprehensive evidence base for future policy development. Where data are available and sufficient, the regulatory review and benchmarking analysis will also consider gender dimensions of selected services subsectors with high levels of women's economic participation, including tourism, education, healthcare, and professional services.

To ensure that the findings reflect implementation experience across government, the review will be informed by consultations with relevant ministries. These consultations will be conducted through interviews and technical discussions coordinated by the Ministry of Industry and Trade (MOIT).

Following preparation of the draft report, MOIT will circulate it to relevant ministries for review and endorsement through an official validation process. The draft findings will also be discussed with at least two business associations, preferably the Viet Nam Chamber of Commerce and Industry (VCCI) and the Viet Nam Association of Small and Medium Enterprises (VINASME), and at least one organisation representing women entrepreneurs or women-led businesses, such as the Viet Nam Women Entrepreneurs Council (VWEC), to incorporate private-sector perspectives, including the specific needs and requirements of women-led, persons with disability (PWD)-led and other underrepresented businesses, before finalisation.

Activity outputs:

- Output 1.1: Stakeholder consultation report
- Output 1.2: Final policy review report

Consultant responsibilities

The Consultant shall be responsible for the full implementation of the activity description and delivery of the RCEP Trade in Services Policy Review Report. This will include:

- Conduct desk research and analysis of Viet Nam's implementation of commitments under the RCEP Trade in Services Chapter, including relevant legislation, regulations, policies and trade data during 2021–2026; assess alignment between the domestic regulatory framework and RCEP commitments; identify implementation gaps and opportunities; and analyse Viet Nam's trade in services with other RCEP Parties.
- Conduct comparative analysis and, where data permit, benchmark Viet Nam against selected RCEP economies to identify relevant trends and good regulatory practices. Where sufficient data is available, incorporate gender analysis of selected services subsectors with high levels of women's economic participation, including tourism, education, healthcare and professional services.
- Develop stakeholder mapping, consultation approach and consultation questions/tools, and submit them to Department of Foreign Market Development and Multilateral Trade and RT4D for review prior to consultations.
- Conduct targeted interviews and technical consultations with relevant ministries and government agencies, in close coordination with Department of Foreign Market Development and Multilateral Trade as the Project Proponent, and consult at least two relevant business associations and one organisation representing women entrepreneurs or women-led businesses to capture private-sector and GEDSI perspectives, including those of women-led, PWD-led and other underrepresented businesses.
- Analyse and synthesise findings from the research and consultations and prepare Output 1.1: Stakeholder Consultation Report for review by Department of Foreign Market Development and Multilateral Trade and RT4D; revise based on feedback, finalise and submit for approval.
- Develop Output 1.2: Policy Review Report, including evidence-based findings and recommendations to strengthen Viet Nam's implementation of RCEP Trade in Services commitments and inform future policy and regulatory development. Where supported by available evidence and consultations, incorporate relevant GEDSI findings and recommendations. Submit the draft report to Department of Foreign Market Development and Multilateral Trade and RT4D for review and progressively revise it, including preparing the required draft for Department of Foreign Market Development and Multilateral Trade's official circulation to relevant ministries for review and validation/endorsement. Incorporate consolidated feedback from the validation process and stakeholder consultations and finalise the report for approval.

A.2 Activity 2 – Capacity building workshop**Activity description**

The project will organise a capacity-building workshop to disseminate the findings of the Trade in Services Review Report and strengthen understanding of Viet Nam's commitments under the RCEP Trade in Services Chapter among government officials and other relevant stakeholders. The workshop will present the key findings of the regulatory review, implementation challenges, international good practices and practical recommendations to support more effective implementation of RCEP trade in services commitments.

The workshop will serve as a dialogue, providing a platform for government agencies and stakeholders to develop a shared understanding of Viet Nam's current implementation status, discuss regulatory and institutional challenges, exchange implementation experiences, and identify priorities for strengthening the domestic regulatory framework. This will enhance institutional capacity to implement RCEP commitments and support evidence-based policy development.

The workshop will follow the following approach:

- **Location** – A two-day workshop co-hosted by MOIT and RT4D will be organised in Ho Chi Minh City, the country's largest commercial centre and a major hub for trade in services.
- **Participants** – The workshop will bring together approximately 70-80 participants, including officials from relevant ministries, provincial authorities, regulatory agencies, business associations, and other stakeholders involved in trade in services policy and implementation.
- **Content** – Workshop agenda and training material will be developed in close consultation with RT4D and the Project Proponent and will combine presentations on RCEP trade in services commitments, findings from the Trade in Services Review Report, international and sector-specific case studies, interactive discussions, and group exercises to facilitate practical learning and knowledge exchange.

Activity outputs

- Output 2.1: A capacity-building workshop
- Output 2.2: A workshop report

Consultant responsibilities

In close consultation with Department of Foreign Market Development and Multilateral Trade 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, and submit them to Department of Foreign Market Development and Multilateral Trade and RT4D for review and approval.
- Identify and propose appropriate participants, speakers, moderators and facilitators, including representatives from relevant government agencies, local authorities, business associations, research institutions and the private sector, in consultation with Department of Foreign Market Development and Multilateral Trade and RT4D.
- Secure and coordinate the participation of approved speakers, moderators and facilitators, including necessary briefing and preparation.
- Manage the end-to-end delivery of the workshop, ensuring effective coordination and

smooth, professional implementation of all sessions.

- Identify and secure appropriate speakers, moderators and facilitators, in consultation with RT4D and Department of Foreign Market Development and Multilateral Trade, and coordinate their briefing and participation.
- Prepare Output 2.2: Workshop Report using the RT4D template; submit to RT4D for review; revise based on feedback; finalise and submit for approval.

Event organising responsibilities

- Workshop organisation and logistics
 - In consultation with RT4D and Department of Foreign Market Development and Multilateral Trade, 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, including Zoom connectivity and livestreaming, 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 and technical consultant accommodation and travel reimbursement
 - Coordinate with RT4D Facility and Department of Foreign Market Development and Multilateral Trade to follow up on participant registrations for the workshop.
 - Facilitate travel arrangements.
 - Coordinate and facilitate 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 Department of Foreign Market Development and Multilateral Trade 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/ DFAT, 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 **11 calendar months**. Work will commence immediately after contract signing.

Activity/Task	Responsible Party	Deadline
Activity 1: Trade in Services Review Report		
• Task 1.1: Develop the review methodology, analytical framework. Obtain required feedback and approval.	Implementing Partner, MOIT, RT4D	November 2026
• Task 1.2: Conduct research and data collection/stakeholder consultations.	Implementing Partner, MOIT, RT4D	November-December 2026
• Task 1.3: Develop the outline of the Trade in Services Review Report. Obtain required feedback and approval.	Implementing Partner, MOIT, RT4D	December 2026
• Task 1.3: Conduct further research and data collection/stakeholder consultations. Analyse findings to prepare the draft Trade in Services Review Report.	Implementing Partner, MOIT, RT4D	January-February 2027
• Task 1.4: Conduct revisions in accordance with the guidance and feedback of relevant stakeholders.	Implementing Partner, MOIT, RT4D	February-March 2027
• Task 1.5: Conduct stakeholder validation of the draft report through required consultations.	Implementing Partner, MOIT, RT4D	April 2027
• Task 1.6: Finalise and submit the Trade in Services Review Report. Obtain final approval.	Implementing Partner, MOIT, RT4D	May 2027
Activity 2: Capacity-building Workshop		
• Task 2.1: Coordinate with RT4D and MOIT to confirm date, venue, and participant outreach strategy.	Implementing Partner, MOIT, RT4D	June 2027
• Task 2.2: Prepare logistics, develop the workshop agenda and training materials. Obtain required feedback and approval.	Implementing Partner, MOIT, RT4D	June 2027

Activity/Task	Responsible Party	Deadline
Task 2.3: Deliver capacity-building workshop.	MOIT, RT4D and Implementing Partner	July-August 2027
Task 2.4: Collect participant feedback and prepare the workshop report. Obtain required feedback and approval.	Implementing Partner, RT4D	2 weeks after the workshop
Prepare and submit the Project Completion Report. Obtain required feedback and approval.	Implementing Partner, RT4D	4 weeks after the 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 Dimensions of the Project

The project adopts a GEDSI-responsive approach by promoting inclusive participation and ensuring that gender equality, disability, and social inclusion considerations are reflected throughout project implementation. Although the project's primary objective is to strengthen Viet Nam's capacity to implement its RCEP Trade in Services commitments, its analytical work and stakeholder consultations will consider how the regulatory framework may affect different groups of service suppliers and users, including women-led enterprises, MSMEs and persons with disability.

The project will seek balanced participation in stakeholder consultations and capacity-building workshop by encouraging the involvement of women's organisations, organisations representing persons with disability, business associations and other relevant stakeholders. Gender balance will also be considered in the selection of experts, facilitators, and speakers to ensure diverse perspectives are reflected in project activities.

The project will seek to include at least one specific, actionable recommendation addressing GEDSI-related barriers identified through consultations in the Trade in Services Review Report.

5.2 GEDSI Dimensions of the Sector

Trade in services provides significant opportunities for inclusive economic participation across sectors such as professional services, tourism, education, healthcare, finance and digital services. Women, MSMEs and persons with disability are active participants in many of these sectors but may face barriers in accessing markets, information and regulatory processes. Strengthening the

implementation of trade in services commitments can contribute to a more transparent, predictable and inclusive regulatory environment that benefits a broad range of economic actors.

While this project does not directly support businesses or service suppliers, the Trade in Services Review Report and its recommendations will provide an evidence base to inform future policy discussions and regulatory improvements. With GEDSI-related issues identified through stakeholder consultations, the future implementation of RCEP Trade in Services commitments takes into account the needs of women, persons with disability and stakeholders representing ethnic minority communities and businesses.

5.3 Approach to GEDSI Mainstreaming

A. How will this project mainstream gender considerations? Describe how the project's content, practitioners, and delivery will reflect RT4D's GEDSI requirements?

- The project will integrate GEDSI considerations throughout implementation by encouraging stakeholder consultations to capture the perspectives of women-led enterprises, MSMEs, organisations representing persons with disability, and other relevant groups where appropriate.
- The capacity-building workshop will aim for at least 30% female participation, while seeking a minimum of 30% female speakers, trainers, and panellists, subject to the availability of qualified experts. The project will also aim to ensure that reasonable accessibility requirements identified by participants are addressed.
- The Trade in Services Review Report will be consulted with at least two business associations, with efforts made to include at least one organisation representing women entrepreneurs or women-led businesses to ensure diverse perspectives are reflected in the recommendations. Consequently, the report will include recommendations that consider and respond to the needs of women, persons with disability, ethnic minority-led enterprises and other underrepresented groups identified through the review and stakeholder consultations. In particular, if identifiable, the project will seek to include at least one specific, actionable recommendation addressing GEDSI-related barriers identified through consultations in the Trade in Services Review Report.

B. Who are the targeted participants of the project's activities? What will be the planned proportion of male and female participants? Will there be participants with disabilities and/or other participants representing under-represented and/or under-privileged groups?

- The primary participants will be government officials from MOIT and other relevant ministries and agencies, together with representatives from provincial authorities, business associations, academia, and the private sector involved in trade in services.
- The project will target a minimum of 30% female participants in the workshop and will seek to encourage participation and input from persons with disability, women-led enterprises, MSMEs, and other underrepresented groups where relevant to the project activities.
- Participants will be drawn from both central and provincial levels to encourage diverse perspectives and broad geographic representation.

C. How does this project benefit disadvantaged groups (e.g. people with disability, ethnic minorities, MSMEs)? What will the project do to apply the “Do No Harm” principle?

- Although the project primarily supports government institutions, it promotes more inclusive implementation of RCEP Trade in Services commitments by strengthening evidence-based policymaking and encouraging consideration of the needs of women-led enterprises, MSMEs, persons with disability and other underrepresented groups during stakeholder consultations.
- The project will apply the Do No Harm principle by ensuring that consultations are inclusive, recommendations are evidence-based, and no stakeholder group is excluded from opportunities to participate or provide input.

D. How will the proposed project activities ensure the voices and aspirations of all participants, including those representing women and other marginalised groups, be heard and incorporated? What measures will the project take to incorporate the views and input of women, people with disability and other marginalise groups in the various stages of project implementation?

- Stakeholder consultations and capacity-building workshop will be designed to encourage active participation from all participants through facilitated discussions, interactive group work and opportunities to provide feedback.
- The project will seek balanced representation among speakers and participants and will encourage contributions from organisations representing women, persons with disability and other underrepresented groups.
- Feedback collected through consultations and workshop will be considered during preparation and finalisation of the Trade in Services Review Report.

E. How will you ensure the organisation and/or implementation of project activities is inclusive (please refer to the RT4D Guidelines for Inclusive Events and Communications)?

The project will follow the RT4D Guidelines for Inclusive Events and Communications by:

- Selecting accessible venues with step-free access, accessible facilities and appropriate seating arrangements to enable participation by persons with disability.
- Providing accessible communications and materials, including clear language, readable presentation formats and advance circulation of workshop materials where feasible.
- Promoting inclusive participation by encouraging balanced representation of women and underrepresented groups among speakers, facilitators and participants, and fostering respectful, inclusive discussions throughout project activities.
- Responding to reasonable accessibility needs, such as dietary, mobility or communication requirements, where these are identified by participants in advance.

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 communication activities will focus on demonstrating how effective implementation of the RCEP Trade in Services Chapter can strengthen Viet Nam's services trade and support deeper regional economic integration. Rather than communicating RCEP commitments in technical legal language, the project will translate the findings of the Trade in Services Review Report into practical messages and recommendations that are relevant to policymakers, regulators and other stakeholders.

Key messages will emphasise that effective implementation of RCEP commitments requires a sound domestic regulatory framework, strong institutional capacity and evidence-based policymaking. By improving understanding of Viet Nam's commitments, current implementation status and opportunities for regulatory improvement, the project will support more effective implementation of RCEP and better preparation for the 2027 General Review of the Trade in Services Chapter.

The primary audience comprises government officials from MOIT and other relevant ministries, agencies and provincial authorities responsible for developing, implementing and administering policies affecting trade in services.

The secondary audience includes business associations, chambers of commerce, research institutions, universities, development partners and private-sector representatives engaged in trade in services. These stakeholders will benefit from a better understanding of Viet Nam's RCEP

commitments, implementation progress and future policy priorities, enabling them to contribute more effectively to policy dialogue and implementation.

6.2 Communications Outputs

The project's key communication products include the Trade in Services Review Report, and an Executive Summary summarising its key findings and practical recommendations. The Trade in Services Review Report will be prepared for MOIT and relevant project stakeholders and will not be publicly published in either Vietnamese or English. MOIT will also be responsible for sharing the report with relevant agencies and ministries that are involved in the negotiation, drafting and implementation of Trade in Services. The findings will also be disseminated through the capacity-building workshop, presentation materials and stakeholder discussions to promote knowledge sharing, strengthen institutional capacity and encourage broader understanding of RCEP implementation among relevant stakeholders.

7. Business Engagement

A. Business relevance

Although the project primarily supports government institutions, it has a strong business relevance by promoting more effective implementation of Viet Nam's commitments under the RCEP Trade in Services Chapter. Through its review of the regulatory framework and current trade-in-services landscape, the project will identify implementation challenges and opportunities for regulatory improvement that can contribute to a more transparent, predictable and business-friendly environment for service suppliers. This will ultimately support businesses, including MSMEs, engaged in trade in services with RCEP Parties.

B. Reflection of business needs in project delivery

Business perspectives will be incorporated throughout project implementation to ensure that the findings and recommendations reflect practical implementation challenges. The Trade in Services Review Report will be informed by consultations with business associations and industry representatives to better understand barriers, regulatory issues and opportunities affecting trade in services.

Business feedback will also inform the design of the capacity-building workshop, ensuring that discussions, case studies and recommendations address practical implementation issues relevant to both policymakers and the private sector.

C. Direct business engagement, if relevant

The project will engage directly with businesses through consultations with at least two business associations, preferably including the Viet Nam Chamber of Commerce and Industry (VCCI) and the Viet Nam Association of Small and Medium Enterprises (VINASME). Consultations will be conducted through interviews and technical discussions during preparation of the Trade in Services Review Report, providing an opportunity for businesses to share implementation experiences and identify practical challenges under RCEP.

D. Use of business input

Business input gathered through stakeholder consultations will be used to strengthen the relevance and practicality of the project by:

- Informing the analysis of implementation challenges and opportunities identified in the Trade in Services Review Report;
- Validating the study's findings and recommendations from a private-sector perspective;
- Shaping workshop agenda, case studies and discussion topics to reflect practical business needs; and
- Refining the final recommendations to support more effective implementation of Viet Nam's RCEP Trade in Services commitments and respond to the needs of businesses, including MSMEs and businesses led or owned by women and persons with disability.

8. Support to Lesser Developed Economies

A. How will this activity recognise and address knowledge, capacity, or institutional needs specific to ASEAN LDE governments?

This project is designed to address the specific institutional and capacity-building needs of an ASEAN Lesser Developed Economy (LDE), with particular relevance to Viet Nam, in implementing its commitments under the RCEP Trade in Services Chapter. The project responds directly to priorities identified by the Ministry of Industry and Trade (MOIT), which proposed the activity to strengthen the Government's understanding of its commitments, assess the current regulatory framework, and identify opportunities to improve implementation.

The project's design, methodology and outputs will be developed in close consultation with MOIT to ensure they are tailored to Viet Nam's policy priorities, institutional context and implementation needs. By generating evidence-based recommendations and strengthening institutional capacity, the project will provide practical support for Viet Nam's preparation for the 2027 General Review of the RCEP Trade in Services Chapter and future implementation of its commitments.

B. How will this activity ensure relevant ASEAN LDE government institutions and representatives can engage and make the most out of all activity outputs, at a pace that supports their capacity and institutional needs/constraints?

The project is government-led and will be implemented under the close guidance and oversight of MOIT throughout all stages of implementation. Relevant ministries, government agencies and sector regulators will be engaged through the review process, stakeholder consultations and capacity-building workshop to ensure that the project's findings and recommendations reflect institutional priorities and practical implementation needs.

Project outputs will be developed through an iterative consultation process, allowing government stakeholders to review and provide feedback before finalisation to promote ownership of the findings, strengthen institutional learning, and maximise the relevance and practical application of the project deliverables within the Government of Viet Nam.

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.

Result level	Project result	Indicator	Target	Evidence /Source	GEDSI consideration
Output	Evidence base generated	Number of Research/ Review reports completed	One Review Report	Final Review Report validated and approved by MOIT, RT4D	Yes, where data is available, the report includes findings and/or recommendations on GEDSI-related barriers
Output	Capacity-building workshop delivered	Number of workshops delivered and participants trained	1 workshop; 70-80participants	Workshop report; participant list	≥30% female participants
Outcome	Improved understanding of Viet	Percentage of workshop participants	≥70% of workshop respondents	Post-workshop evaluation and	Yes – results disaggregated by sex

Result level	Project result	Indicator	Target	Evidence /Source	GEDSI consideration
	Nam's RCEP Trade in Services commitments among government officials	demonstrating improved knowledge following the workshop		participant feedback forms	
Outcome	Enhanced institutional capacity to implement RCEP Trade in Services commitments	Percentage of participants reporting increased confidence to apply the knowledge and recommendations in their work MOIT or relevant government agencies use or reference project-generated findings in preparation for the 2027 General Review or other relevant policy/regulatory processes.	≥70% of workshop respondents	Post-workshop evaluation Follow-up interviews/ email confirmation	Yes – results disaggregated by sex

10. Reporting and Program Management

Deliverables are subject to feedback and amendments from the RT4D Facility team, the Project Proponent, 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
Project Proponent <i>Department of Foreign Market Development and Multilateral Trade, Ministry of Industry and Trade (MOIT)</i>	Provide strategic direction and technical guidance; facilitate coordination with relevant government agencies, business associations and other stakeholders; facilitate stakeholder consultations and workshop; review and endorse key project deliverables; support dissemination and ongoing utilisation of project outputs.
RT4D Facility	Provide overall project management, technical oversight, and quality assurance; review and endorse key project

Stakeholder and Contact Points	Responsibilities
Ms. Mai Nguyen, Regional Manager Ms. Trang Duong, Program Officer	deliverables; facilitate communication between Proponent and the Implementing Partner; monitor project progress and reporting.
Implementing Partner (Contact point to be determined)	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.

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:

- **Safe and inclusive activities** – Workshop and stakeholder consultations will be conducted in professional, accessible and respectful environments that promote the safety, dignity and participation of all participants.
- **Compliance by personnel and partners** – Consultants, implementing partners and all personnel engaged under the project will be required to comply with applicable Codes of Conduct, contractual safeguarding obligations, and PSEAH requirements.
- **Inclusive participation** – Project activities will promote gender-balanced and inclusive participation, with appropriate arrangements to ensure all participants are able to contribute in a safe, respectful and non-discriminatory environment.
- **Risk identification and reporting** – Any safeguarding concerns identified during project implementation will be managed and reported in accordance with DFAT, RT4D and Tetra Tech safeguarding policies and procedures. A confidential safeguarding focal point/contact will be identified for the project and communicated to participants before the workshop as the designated contact for raising safeguarding concerns.

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 RCEP FJC and its Subsidiary Bodies that are shared with RT4D's RCEP Implementation Support Program (RISP). 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
Delays in obtaining inputs, data or feedback from relevant ministries and agencies.	Medium	High	Develop the consultation plan and timeline with MOIT at project inception, maintain regular communication with focal points, and allow sufficient time for government review and feedback.
Limited availability of government officials and stakeholders for consultations and workshop.	Medium	Medium	Coordinate schedules closely with MOIT, issue invitations well in advance, and provide flexibility in consultation arrangements where appropriate.
Limited availability or quality of data required for the regulatory review and trade-in-services assessment.	Medium	Medium	Use multiple data sources, complement quantitative analysis with stakeholder consultations and document review, and clearly identify any data limitations in the report.
Recommendations are not sufficiently practical or aligned with government priorities.	Low	High	Engage MOIT and relevant ministries throughout the review process, validate findings through consultations, and ensure recommendations are evidence-based, practical and implementation-focused.
Lower than expected participation of women and representatives of underrepresented groups in project activities.	Low	Medium	Work with MOIT and business associations to encourage inclusive nominations, monitor participation throughout implementation, and apply RT4D GEDSI

Risk	Likelihood	Impact	Mitigation Plan
			and Inclusive Events Guidelines during project delivery.

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.

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