



The ASEAN Regional Integration Support from the European Union (ARISE+) Grant wishes to commission **two qualified experts** for the post of

ACTS Helpdesk

Terms of reference of the post is presented below. Each applicant should send via e-mail her/his Curriculum Vitae with a cover letter by **COB of 17 May 2023**, to:

ARISE+ Grant Manager
ASEAN Secretariat, Jl. Sisingamangaraja 70A, Jakarta 12110, Indonesia
Email: suchat.katima@asean.org and erwin.hendrawijaya@asean.org

Note: All inquiries about this consultancy assignment must be addressed to the Grant Manager directly via email.

Terms of Reference

ACTS Helpdesk

1 July 2023 – 31 December 2023

1. CONTEXT AND RATIONALE

The ASEAN Customs Transit System (ACTS) is defined under Protocol 7 of the AFAFGIT and is one of the main drivers for facilitating trade in goods in ASEAN. Under ARISE and ARISE Plus programmes, ACTS was successfully piloted along north-south transport corridor of ASEAN involving Malaysia, Singapore and Thailand (MST) and east-west transport corridor of ASEAN involving Cambodia, Lao PDR and Viet Nam (CLV) and is now in live operations in both transport corridors. Final adjustments and improvements in procedural, technical and IT aspects of the system were made in ACTS and an extensive private sector outreach programme was conducted at the end of the ARISE Plus programme. The Outreach programme was successful in attracting trading community of ASEAN to utilise ACTS in their cross-border movement of goods. Now ACTS is being used regularly by Principal traders and their transporters to move goods on multiple transport routes on both transport corridors of ASEAN.

The ACTS Central Management Team was established in ASEAN Secretariat to perform the function of regional management of ACTS, management of the ACTS Central Services and facilitation of the coordination between different ACTS stakeholders. ARISE Plus is currently assisting ACTS Central Management Team in their responsibilities when it comes to ACTS procedural and IT matters. Generally, complete Helpdesk services cannot be provided by ACTS Central Management Team and has to be arranged for separately, as such tasks require specialised ACTS procedural and IT knowledge, IT-specific organisation, and additional human resources.

ACTS Helpdesk experts are required to provide necessary assistance to Customs and transport authorities in the participating AMS, ACTS Central Management Team of ASEAN Secretariat, and private sector stakeholders with any issue, procedural or IT, that may arise during the ACTS live operations. The stakeholders will be able to contact ACTS Helpdesk experts to:

- Seek clarifications on ACTS procedures and documentation;
- Clarify how to use ACTS applications and apply ACTS procedures correctly;
- Report ICT issues in ACTS environments;
- Report apparent software bugs and procedural inconsistencies in ACTS live operations;
- Seek help with ACTS software installation and configuration; and
- Request for any other assistance in relation to ACTS.

In summary, the complete ACTS Helpdesk will provide the following services:

- Assistance with ACTS procedures and their correct application;
- Resolution of procedural inconsistencies in ACTS live operations;
- Resolution of ACTS ICT issues and system downtime;
- Analysis and fixing of software bugs and deployment of fixes in ACTS live operations; and
- Updating of ACTS procedural, technical and user documentation.

Providing complete ACTS Helpdesk services will ensure smooth and reliable ACTS live operations and system resilience and sustainability in the future.

2. THE ASSIGNMENT

2.1. Specific Tasks

- **Provide procedural assistance** to private sector stakeholders (Principals, transporters, and banks) wanting to join ACTS live operations or already operating live under ACTS;

WDs (Indicative)
15

- **Provide procedural assistance** to Customs and transport authorities of participating AMS and ACTS Central Management Team;

WDs (Indicative)
12

- **Rectify any ICT issues** and downtime identified in the ACTS ICT environments in participating AMS, ACTS Central Services and by private sector stakeholders;

WDs (Indicative)
25

- **Analyse and fix any software bugs and procedural inconsistencies** reported by participating AMS, ACTS Central Management Team, and private sector stakeholders, **implement the fixes** in ACTS and ACTS software, and subsequently **deploy the fixes** in live operations environments of all participating AMS and ACTS Central Services; and

WDs (Indicative)
30

- **Update ACTS procedural, technical and user documentation** based on changes made to ACTS software.

WDs (Indicative)
8

- *Contingency, to be used as and when needed.*

WDs (Indicative)
20

2.2. Outputs

- Any requests for procedural assistance made by private sector stakeholders (Principals, transporters, and banks) wanting to join ACTS live operations or already operating live under ACTS are addressed;
- Any requests for procedural assistance made by Customs and transport authorities of participating AMS and ACTS Central Management Team are addressed;
- Any ICT issues and downtime identified in the ACTS ICT environments in participating AMS, ACTS Central Services and by private sector stakeholders are rectified;
- Any software bugs and procedural inconsistencies reported by participating AMS, ACTS Central Management Team, and private sector stakeholders are analysed, fixes implemented in the ACTS and ACTS software, and subsequently deployed in live operations environments of all participating AMS and ACTS Central Services; and
- ACTS procedural, technical and user documentation is updated based on changes made to ACTS software.

2.3. Results

ACTS is operating without interruptions, all bugs found in the ACTS software are fixed, and all ACTS public and private sector stakeholders receive comprehensive procedural and IT assistance as and when needed.

2.4. Working Days Required

Inputs of experts (in WDs) are envisaged in the following indicative split:

EXPERT	TOTAL WDs INPUT
1. Senior ACTS Procedures Expert	45
2. Senior ACTS IT Expert	45
3. <i>Contingency</i>	20
Total	110

3. EXPERTISE REQUIRED

Senior ACTS Procedures Expert

3.1. Qualifications and skills for expert

- At least a Master's Degree in Customs Operations, Law, Economics, or Computer Science, or equivalent professional experience of a minimum of 10 years;
- An excellent verbal and written command of English is essential. Knowledge of an ASEAN language would be an added advantage.

3.2. General professional experience

- At least 10 years of professional experience in the field of Customs modernisation, Customs procedures and/or implementation of Customs IT systems;
- Professional experience in the field of Customs transit procedures and/or automated Customs transit systems.

3.3. Specific professional experience

- At least 6 years of professional experience in implementation of ASEAN Customs Transit System (ACTS);
- Extensive knowledge of ACTS Procedures and ACTS operational and/or functional requirements;
- At least 3 years of professional experience in operational and/or functional requirements analysis;
- Professional experience in capacity building and/or training of Customs officers.

Senior ACTS IT Expert

3.4. Qualifications and skills for expert

- At least a University Degree in Computer Science or another, directly related discipline, or equivalent professional experience of a minimum of 10 years;
- An excellent verbal and written command of English is essential. Knowledge of an ASEAN language would be an added advantage.

3.5. General professional experience

- At least 10 years of professional experience in the field of development of Customs IT software;
- Professional experience in the field of automated Customs transit systems.

3.6. Specific professional experience

- At least 6 years of professional experience in implementation of ASEAN Customs Transit System (ACTS);
- Extensive knowledge of ACTS IT systems and ACTS ICT environments in participating AMS and ACTS Central Services;
- At least 3 years of professional experience in programming with Java technologies, XML, SQL, and using Linux OS;
- Experience in training of Customs officers.

4. ADMINISTRATIVE DETAILS

4.1. Indicative Timing and Travel

The timing of travel in the region will be determined by the preparedness of the participating AMS to performed planned activities on site when necessary.

4.2. Main Beneficiaries

ASEAN Customs Administrations; ASEAN Secretariat; ASEAN Customs Directors-General; Customs Coordinating Committee (CCC) and the Customs Capacity Building Working Group (CCBWG); the Transit Transport Coordinating Board (TTCB); and economic operators.

4.3. Location(s) of the Activity

All work will be performed remotely.