



**TO ALL COMMISSION MEMBERS, COOPERATING NON-MEMBERS
AND PARTICIPATING TERRITORIES**

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**Consultancy to Develop and Deliver the Secretariat's Information Security and
Information Technology Policies in Support of the Work of the Tuna Commission
(WCPFC) and Its Secretariat**

Dear All,

Please find enclosed terms of reference seeking tenders for a “**Consultancy to develop and deliver the Information Security and Information Technology Policies in support of the Work of the Tuna Commission (WCPFC) and its Secretariat**”. The deadline for submission of tenders is by close of business on **Friday 28 April 2017**.

Yours sincerely,



**Feleti Penitala Teo, OBE
EXECUTIVE DIRECTOR**



WESTERN AND CENTRAL PACIFIC FISHERIES COMMISSION

P.O. Box 2356, Kolonia, Pohnpei 96941
Federated States of Micronesia

INFORMATION PACKAGE

Review, development and compilation of WCPFC Information Technology Policies

Call for Tenders

INTRODUCTION

The Convention on the Conservation and Management of Highly Migratory Fish Stocks in the Western and Central Pacific Ocean (Convention) entered into force in June 2004 creating one of the first regional fisheries management organizations to be established since the 1995 adoption of the United Nations Fish Stocks Agreement. The objective of the Convention is to ensure, through effective management, the long-term conservation and sustainable use of highly migratory fish stocks in the western and central Pacific Ocean (WCPO) in accordance with the 1982 United Nations Convention on the Law of the Sea (UNCLOS) and the Agreement. For this purpose, the Convention establishes a Commission for the Conservation and Management of Highly Migratory Fish Stocks in the Western and Central Pacific Ocean (WCPFC). The Commission Secretariat is based at Kolonia, Pohnpei, Federated States of Micronesia.

Additional information concerning the Commission, including meeting documents, is available from www.wcpfc.int. A “Frequently Asked Questions (FAQs) and Brochures” section gives a brief summary at <https://www.wcpfc.int/frequently-asked-questions-and-brochures>.

SECRETARIAT INFORMATION TECHNOLOGY DEVELOPMENTS

The establishment of the Secretariat is in accordance with Article 15 of the Convention. Some key functions of the Secretariat as set out in paragraph 4 of article 15, include:

- (a) receiving and transmitting the Commission’s official communications;
- (b) facilitating the compilation and dissemination of data necessary to accomplish the objective of this Convention;
- (c) preparing administrative and other reports for the Commission and the Scientific and Technical and Compliance Committees;
- (d) administering agreed arrangements for monitoring, control and surveillance and the provision of scientific advice;
- (e) publishing the decisions of and promoting the activities of the Commission and its subsidiary bodies; and
- (f) treasury, personnel and other administrative functions.

The Commission has made considerable investment into the development, management and operational support of appropriate information and communications technology (ICT) strategies and infrastructure to support the work of the Secretariat on behalf of its members. The priorities of the Secretariat are based on budgets and workplans that are approved by the Commission members, and as reflected in the decisions of the Commission including conservation and management measures or CMMs.

Within the Secretariat, the primary role of ICT is to support the work of the three main programmes of the Secretariat – Compliance, Science and Corporate Services. Since 2008, the Commission has committed an average annual investment of USD\$250,000 into information technology infrastructure, applications and services. The existing Information Technology portfolio includes the corporate network at the Pohnpei headquarters, an internal private cloud that hosts all core business applications and datasets provided by members to the Secretariat. The data management is focused on the Intranet using Microsoft Sharepoint and SQL Server technologies. The near-real time VMS application is hosted externally, has its own backup and recovery setup, and with secure connection to Pohnpei. The Commission website is also hosted externally, has its own backup and recovery setup, and with secure connection to Pohnpei. The Pohnpei internal cloud is backed up to an external site, and among the 2017 priorities is the completion of the Disaster Recovery (DR) implementation. For these sites, there is continuous data capture, movement and reporting within the applied rules. Recent annual ICT audits have identified as a risk that there is a need to update the Secretariat's documentation of information technology policies and procedures (eg WCPFC-TCC12-2016-RP08).

The Commission's current Information Security Policy was approved at WCPFC03 in 2006 and that document is available at <https://www.wcpfc.int/doc/data-03/information-security-policy>. This policy was based on the International Organization for Standardization's ISO17799. ISO17799 was developed in the 1990s as a code for providing a comprehensive policy for information security management and was developed for multinational organizations/companies. ISO17799 includes many items that are not directly relevant to a small organization. The ISO17799 standard has been revised twice since being implemented and the most current version is ISO/IEC 27002.

In 2011, the Commission directed the Secretariat to carry out an annual security audit of its Vessel Monitoring System (VMS). It was decided to include the Information Management System (IMS) and the Record of Fishing Vessels (RFV). From 2012 until 2016, that work was carried out by Deloitte (Guam) and those reports titled "Annual review of the integrity of the Vessel Monitoring System (VMS), Information Management System (IMS) and Record of Fishing Vessels (VMS)" are available in the secure section of the Commission website at <https://www.wcpfc.int/mcs-scheme>. From the 2016 report, the Auditor recommended that the Secretariat develop specific policies regarding the operations of the IT systems.

The Secretariat acknowledged the weaknesses identified in the most recent annual security audit reports and recommended to the Commission that priority be given to addressing this issue in 2017 (WCPFC13-2016-FAC10-12). Since the current Information Security Policy is outdated and is overly complex for a smaller organization, it was recommended that the policy be revised and made relevant to the needs of the Secretariat. It is envisioned that the new policy would incorporate all relevant portions of ISO/IEC 27002 and include the policies recommended in the IT audit. It would also incorporate the relevant application of the Information Technology Information Library (ITIL v3), the 2009 version of the framework of Best Practice guidance for IT Service Management. The Commission considering the recommendations of the Secretariat, approved that a consultancy be undertaken to support updating the WCPFC Information Security Policy.

TERMS OF REFERENCE

The Terms of Reference below have been prepared to solicit tenders from suitably qualified and experienced individuals, institutions or firms to undertake the work.

Objective of the Consultancy

This consultancy seeks the services of a consultant to develop the Information Security and Information Technology Policies of the Commission and its Secretariat. It will review existing policies and documentation (available on request) and deliver for the Secretariat the following:

- Replacement Information Security Policy that meets the needs of the WCPFC organization. Preferably it is applicable to the WCPFC Secretariat, its needs and size and using the ISO/IEC 27002 standard; and
- An Information Technology Policy that enables best practice for service and support to the Secretariat and its work, using the ITIL v3 framework.

Responsibilities of the Consultant

The consultant is responsible for the key deliverables as identified. Within the scope of the work, it is expected that he/she will include:

- 1) Information system security, directing the Secretariat on addressing
 - a) Lines of responsibility and control
 - b) Access authorization
 - c) User account approval, creation and termination
 - d) User identification and authentication
 - e) Core systems and application administration, including the roles of Secretariat staff
 - f) Email and webmail
 - g) Use and accountability for Commission ICT assets
 - h) Monitoring and reporting
- 2) Mobile devices and computing, directing the Secretariat on handling
 - a) Laptops, tablets, smartphones and electronic devices that can connect to the network remotely
 - b) External disks, USB devices and flash drives
 - c) BYOD (bring your own device)
 - d) Monitoring and reporting
- 3) Information and data classifications, with guidance as per the Commission's data rules. This covers the arrangements under which the Secretariat receives information and data from CCMs or other parties, their recording and handling, dissemination and security. More specifically, directing the Secretariat on
 - a) Lines of responsibility and control
 - b) Standard operating procedures (SOPs) in handling the data
 - c) Storage rules such as when to remove datasets from Secretariat holdings etc
 - d) Access authorization to that data
 - e) Safety and security of each dataset or information as received by the Secretariat
 - f) Monitoring and reporting

- 4) Systems and application development, directing the Secretariat on
 - a) Policy and procedures regarding the maintenance and support of existing systems and databases
 - b) Policy and procedures to develop new systems and applications
 - c) Policy and procedures for SLA contracts and consultancies
 - d) Monitoring and reporting
- 5) Office and physical ICT equipment security
 - a) Lines of responsibility and control
 - b) Access authorization and use
 - c) Monitoring and reporting
- 6) Other areas as the consultant determines applicable to the IT policy requirements of the WCPFC including
 - a) Misuse of IT equipment, network and resources
 - b) Decommissioning of retired or old equipment and/or systems and applications
 - c) Addressing violations and disputes
 - d) Plan for keeping the policy updated and relevant
 - e) Making sure all staff and those that use the policy know and understand it so they can follow it
 - f) Monitoring and reporting

TENDER REQUIREMENTS

1. This is an open tender and all responses received by the due date will be accepted. Each tender or expression of interest will be acknowledged.
2. The successful consultant is expected to visit the Secretariat at its Pohnpei headquarters during this assignment. Other stakeholders may also be engaged on advice of the Secretariat, including the NORMA office of Micronesia and SLA partners of the WCPFC.
3. The review and evaluation of all tenders will be carried out by the Secretariat with the help of external parties. The decision of the Executive Director is final.
4. The deliverables are expected to be sent to the Secretariat by 30 June 2017, in its final report form.
5. All tenders must be submitted via email and received by the Secretariat by close of business on Friday 28 April 2017 (Pohnpei, Federated States of Micronesia time). No late submissions will be considered.

Requests for additional information relating to this consultancy and submissions of bids should be directed to:

Mr. Aaron Nighswander
Finance and Administration Manager
Western and Central Pacific Fisheries Commission
P.O. Box 2356
Kolonia, Pohnpei State, 96941
Federated States of Micronesia
Phone: (691) 320 1992, Ext: 112
E-mail: aaron.nighswander@wcpfc.int