

BILL NO. 36-0262

Thirty-Sixth Legislature of the Virgin Islands

March 13, 2026

An act amending title 3 Virgin Islands Code, chapter 1 by adding section 10k to establish a “One-Stop Shop” system that provides a centralized electronic delivery service for the Government of the Virgin Islands; and appropriating \$500,000 to implement the “One-Stop Shop” system

PROPOSED BY: Senator Hubert L. Frederick

Be it enacted by the Legislature of the Virgin Islands:

SECTION 1. Title 3 Virgin Islands Code, chapter 1 is amended by adding section 10k:

“§ 10k. One stop-shop system

(a) The Bureau of Information Technology (“BIT”) shall establish and operate a “One-Stop Shop” system that will:

(1) serve as a single point of contact for users to access services across government agencies, including driver’s licensing, business licensing, property records, tax compliance, and vital records;

(2) maintain both physical service centers and a digital portal to facilitate access;

and

(3) utilize secure technology infrastructure for inter-agency data sharing.

(b) All executive branch departments and agencies shall participate in the One-Stop Shop system and provide data interfaces, staff cooperation, and technical support to ensure seamless integration.

(c) Users utilizing the One-Stop Shop system will pay a \$50 service fee for transactions processed through the One-Stop Shop system. The service fee covers the cost of:

(1) centralized processing of forms, applications, and supporting documents;

(2) inter-agency coordination and retrieval of required certifications or clearances; and

(3) expedited turnaround times established by regulation.

(d) Nothing in this section shall abrogate federal privacy standards, health information protections, or other confidentiality obligations.

(e)(1) There is established in the Treasury of the Virgin Islands a separate and distinct fund designated the One-Stop Government Services Fund ("Fund") consisting of all service fees collected under subsection (c).

(2) The Commissioner of Finance shall disburse monies from the Fund exclusively for: the operation and staffing of One-Stop Shop service centers; maintenance and upgrades of the digital portal; and public outreach and customer service improvements.

(3) The Commissioner of Finance shall maintain and provide for the administration of the Fund, and no funds therein shall be available for expenditure, except as provided in this subsection.

(f) The BIT, in consultation with executive branch departments, agencies, and instrumentalities, shall promulgate regulations to carry out the provisions of this section including regulations applicable to:

- (1) technical standards for data sharing;
- (2) customer service protocols;
- (3) safeguards for personal data security; and
- (4) expedited turnaround timelines for One Stop Shop services.”

SECTION 2. (a) Notwithstanding the use restrictions in 33 V.I.C. §3016 (c), there is appropriated in the fiscal year ending September 30, 2026, the sum of \$500,000 from the Data Processing Revolving Fund to the Virgin Islands Bureau of Information Technology for the following purposes:

- (1) development and implementation of the “One-Stop Shop” system platform, including hardware, software, and system integration costs;
- (2) training and assignment of personnel necessary for the centralized operation of the One-Stop Shop system;
- (3) public awareness and customer service outreach campaigns to inform residents of the availability of the One-Stop Shop system; and
- (4) operational expenses directly related to inter-agency data sharing and the establishment of physical service centers.

(b) The funds appropriated in subsection (a) remain available until expended.

SECTION 3. (a) The Bureau of Information Technology (“BIT”) shall submit quarterly expenditure and progress reports to the Legislature’s standing Committee on Government Operations, Veteran Affairs and Consumer Protection, detailing the status of the implementation of the One-Stop Shop system.

(b) The regulations in section 1 shall be promulgated not later than 180 days after the effective date of this act.

(c) The One-Stop Shop system shall be operational not later than 12 months after the effective date of this act.

BILL SUMMARY

This bill amends title 3 Virgin Islands Code, chapter 1 by adding section 10k requiring the Bureau of Information Technology (“BIT”) to establish a “One-Stop Shop” system that provides a centralized electronic delivery service for the Government of the Virgin Islands and establishing the One-Stop Government Services Fund. The bill also makes an appropriation of \$500,000 from the Data Processing Revolving Fund to BIT for the implementation of the One-Stop Shop system, requires the One-Stop Shop system to be operational not later than 12 months after the effective date of the Act, and requires BIT to submit quarterly expenditure and progress reports to the Legislature’s standing Committee on Government Operations, Veteran Affairs and Consumer Protection, detailing the implementation of the One-Stop Shop system.

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