

DOCUMENT OF THE INTER-AMERICAN DEVELOPMENT BANK

TRINIDAD AND TOBAGO

STRENGTHENING OF THE SINGLE ELECTRONIC WINDOW FOR TRADE AND BUSINESS FACILITATION

(TT-L1044)

PROJECT PROFILE

The project team consisting of prepared this document: Mario Umana (INT/TIU), Project Team Leader; Claudia Stevenson (IFD/CTI); Pablo Guerrero (INE/TSP); Gregory Dunbar (FMP/CTT); Shirley Gayle (FMP/CTT); Neeca Brathwaite (CCB/CTT); Priya Ramsumair (CCB/CTT); Monica Lugo (LEG/SGO); Christian Volpe (INT/TIU); Aurelio García (INT/TIU); and Oscar Vasco (INT/TIU).

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PROJECT PROFILE
TRINIDAD & TOBAGO

I. BASIC DATA

Project Name:	Strengthening of the Single Electronic Window for Trade and Business Facilitation		
Project Number:	TT-L1044		
Project Team:	Mario Umana (INT/TIU), Project Team Leader; Claudia Stevenson (IFD/CTI); Pablo Guerrero (INE/TSP); Gregory Dunbar (FMP/CTT); Shirley Gayle (FMP/CTT); Neeca Brathwaite (CCB/CTT); Priya Ramsumair (CCB/CTT); Mónica Lugo (LEG/SGO); Christian Volpe (INT/TIU); Aurelio García (INT/TIU); and Oscar Vasco (INT/TIU).		
Borrower:	Republic of Trinidad & Tobago		
Executing Agency:	Ministry of Trade, Industry, Investment and Communications (MTIIC)		
Financial Plan:	IDB (Ordinary Capital):	US\$	20,000,000
	Total:	US\$	20,000,000
Safeguards:	Policies triggered:	OP-102, B.01, B.03, B.04, B.07, B.017	
	Classification:	C	

II. GENERAL JUSTIFICATION AND OBJECTIVES

2.1 In 2010 the Government of the Republic of Trinidad and Tobago (GORTT), through the Ministry of Trade, Industry, Investment and Communications (MTIIC) launched the Single Electronic Window ([SEW](#)) for Trade and Business Facilitation Project, with the trade name [TTBizLink](#). This nationwide project arose out of efforts to improve the country's ease of doing business and international competitiveness, and instill a culture of excellence in government. The implementation of single window systems has produced positive results worldwide. As many international organizations have reported, such as the Organization for Economic Cooperation and Development (OECD),¹ United Nations,² countries with a Single Window system have experienced substantial cost and time savings and enhanced transparency and interagency collaboration.

¹ See OECD, Single Windows as Trade Facilitators: Evidence from the OECD Trade Facilitation Indicators, December 13. See OECD, Trade Facilitation Indicators -Transforming Border Bottlenecks into Global Gateways. May 2013.

² See UN/CEFACT, Recommendation and Guidelines on Establishing a Single Window to Enhance the Efficient Exchange of Information between Trade and Government. 2005. See United Nations, Case Studies on Implementing a Single Window, September 2005. See United Nations, Ten Years of Single Window Implementation: Lessons Learned for the Future. 2011.

- 2.2 TTBizLink, the first of its kind in the Caribbean, is a secure business portal that provides 24/7 access to various trade and business related governments services via a single electronic platform. Applications submitted online are automatically routed to the relevant approving agency for electronic processing. The agency then communicates with the applicant electronically on the application's status indicating whether it has been approved, rejected or queried.
- 2.3 After 3 phases, TTBizLink currently hosts forty five (45) e-services administered by twenty four (24) government departments across nine (9) separate Ministries, and has reduced the need to send duplicate and repetitive information to multiple agencies, improved information sharing among government agencies, and removed many of the inconsistent and fragmented trade and business processes ([see Progress Report April 2015](#)). The success of TTBizlink has also been recognized internationally (First Place in the 2013 United Nations Public Service Awards).
- 2.4 Despite the success of TTBizLink, the business climate in Trinidad & Tobago (TT) still presents challenges for enterprise development as highlighted by the Global Competitiveness Report 2014-2015 where Trinidad ranks 89th out of 144 countries and "inefficient government bureaucracy" was identified by respondents as the most problematic factor for doing business.³ Furthermore, trading across borders is still problematic. According to the Doing Business Report, TT ranks 76th out of 189 economies, taking an average of 11 days and US\$843 to export, and 14 days and US\$1,260 to import, significantly higher than leading countries such as Singapore (3 days and US\$460 to export, and 4 days and US\$440 to import).
- 2.5 More specifically, there is a number of gaps in in the operation of the SEW which have been jointly identified by public and private sector stakeholders including: (i) the SEW has not achieved interoperability with all the information systems within key logistics stakeholders (such as customs administration and the ports) as well as international interoperability with main trading partners; (ii) current operational processes in key agencies such as Customs Administrations are not in line with international best practices and require an in-depth business process reengineering to further simplify and automate processes; (iii) current risk management strategy in the customs administration as well as within the other major regulatory agencies is not aligned with international best practices; (iv) national legislation needs to be reviewed and updated to conform to new operating environment; (v) there is currently no electronic payments solution on the SEW; (vi) lack of a Business Continuity Plan and Data Recovery Solution for the SEW; and (vii) Institutional Governance of the SEW requires strengthening in order to ensure its long-term sustainability.

³ World Economic Forum, Global Competitiveness Report 2014-2015.

- 2.6 **Objectives.** The overall objective is to improve the trade performance and enhance the competitiveness of TT through the strengthening of the SEW. The specific objectives are to: (i) optimize and simplify foreign trade and business processes required by key government agencies; (ii) reduce time and transaction costs for foreign trade and business processes; and (iii) improve (internal) interoperability between national government institutions and (external) interoperability with at least one trading partner. The expected results of the project are: (a) enhanced trade performance and competitiveness of TT; (b) improved coordination and interoperability between government agencies; (c) test ESW interoperability with at least one trading partner. The project will benefit all businesses of TT regardless of industry, size, and operations volume.
- 2.7 **Relationship with the country strategy and GCI-9.** This operation is consistent with the IDB's country strategy (2011-2015) in TT (GN-2638) which states "improving the enabling environment for business development" as one of the focus area for Private Sector development. Similarly, Trade Facilitation is one of the top priorities of improving the business ecosystem (see 2.4 above). The program is likewise aligned with the mandate of Ninth General Increase GCI-9 (AB-2764), specifically within Sector Priority "Competitive Regional and Global International Integration". The program is also aligned with the Caribbean Strategic Agenda on Integration (SAI).

III. TECHNICAL ISSUES AND SECTOR KNOWLEDGE

The project will be divided in 3 major components:

- 3.1 **Component 1: Enhancing and expanding the services of the Single Electronic Window (US\$12,000,000).** This component will focus on upgrading the current TTBizLink to international best practices through the following activities: (i) reengineering and automation of inefficient import/export and business processes which are currently manual or not part of the SEW such as the Permits and Licenses issued by the Fisheries Division of the Ministry of Food production and the post-incorporation processes at the companies registry; (ii) application of a modern and comprehensive risk management system in customs administration and other major regulatory agencies (Plant Quarantine Services, Chemistry, Food and Drugs Division, Trade License Unit and TT Bureau of Standards); (iii) design and implementation of a comprehensive electronic payments solution for the SEW; (iv) implementation of a Trade-in-Box module⁴; and (vi) design and implementation of a Business Continuity Plan and Data Recovery Solution.

⁴ System to storage digital folders of all documents issued by TTBizLink to a particular importer/exporter/individual

- 3.2 **Component 2: Enhancing the Interoperability⁵ of TTBizLink (US\$5,000,000).** This component will facilitate the exchange and analysis of data between TTBizLink and the information systems of key stakeholders (such as the Port Authority and the Customs & Excise Division), as well as the information systems of strategic trading partners of TT. The main activities in this component include: (i) analysis of current interoperability capabilities, gaps identification and recommendation for further improvements; (ii) enhancing interoperability with one trading partner through the implementation of a Cross Border DocXchange module⁶; and (iii) connecting the major logistics stakeholders through a new Integrated Multimodal Logistics module.
- 3.3 **Component 3: Modernizing the Legal, Institutional Framework for International Trade and Implementation of the New Institutional Governance of the SEW (US\$3,000,000).** This component will address the deficiencies in the legal and regulatory framework and strengthen the institutional governance of the SEW. The following activities are included: (i) preparation of draft legislation/regulations to pursue the modernization of the current legal and regulatory framework in TT for trade and business facilitation; (ii) design and implementation of interagency change management strategy, including training and capacity building activities, to strengthen the support and buy in of all government agencies involved in TTBizLink and transition to a culture of government collaboration and customer service excellence; (iii) enhancing and incentivizing the involvement of the Private Sector in the trade facilitation environment and TTBizLink platform; (iv) design and implementation of a new institutional governance strategy for the SEW to ensure sustainability; and (v) dissemination to the stakeholders and to the general public of the developments, uses and benefits of the updated SEW.
- 3.4 The project builds on the extensive knowledge of the Bank on the development of Single Window environments and Trade Facilitation initiatives. The IDB is the leading multilateral institution in the development of single window environments in Latin America and the Caribbean. Specifically, the Trade and Investment Unit (INT/TIU), is currently involved in the design and execution of 5 additional investment loans with strong emphasis on the development of single window systems (CH-L1061; BH-L1016; JA-L1039; BA-L1007, PE-L1159); and also several single window related technical cooperations (RG-T2527, RG-T2073). Furthermore, in TT, INT/TIU recently completed operation Trade Sector Support Program (1454/OC-TT) which supported the institutional strengthening of the MTIIC⁷. INT/TIU is also

⁵ Interoperability is a key component of any single window environment. It is the ability of different information technology systems and software applications to communicate, exchange data and use the information that has been exchanged.

⁶ To be done through a pilot program

⁷ Project design will include lessons and findings from the PCR.

researching the impact of information technologies and single window systems in trade, and also supports the organization of RedVUCE which is the main regional forum to promote the development and interoperability of single window environments in LAC. Additionally, this operation also complements the Program for Support of the National Competitiveness and Innovation Agenda (TT-L1043) as they both support private sector activities through different instruments.

IV. SAFEGUARDS AND FIDUCIARY SCREENING

- 4.1 The Environmental and Social Impact Review Committee classified the project as category “C” operation, so no socio-environmental risks are anticipated.

V. OTHER ISSUES

- 5.1 The project will be implemented by the Ministry of Trade, Industry, Investment and Communications (MTIIC). The existing technical resources within the Single Electronic Window Unit of the MTIIC will be utilized in the technical implementation of the project. A dedicated project administration team will be established based on the assessment of the institutional capacity of the MTCII to work alongside the technical team. A representation of the project organization structure ([See Organization Structure](#)). The Procurement of goods and services will be done in accordance with the Policies for the Procurement of Works and Goods financed by the IDB (GN-2349-9). The selection and engagement of consultants will be conducted in accordance with the Policies for the Selection and Contracting of Consultants financed by the IDB (GN-2350-9).
- 5.2 Despite the upcoming elections in TT in September 2015, the MTIIC and the project team are confident that the project design and approval phases will not be affected given TTBizLink bipartisan support through various administrations since its design and implementation.

VI. RESOURCES AND TIMETABLE

- 6.1 This operation will be financed through an investment loan with a total estimated amount of US\$20,000,000, of the Ordinary Capital. The distribution of the Proposal for Operation Development (POD) for Quality and Risk Review (QRR) is expected to take place on August 5, 2015, and the Board of Directors on November 11, 2015.

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¹ The information contained in this Annex is confidential and will not be disclosed. This is in accordance with the "Deliberative Information" exception referred to in paragraph 4.1 (g) of the Access to Information Policy (GN-1831-28) at the Inter-American Development Bank.

SAFEGUARD POLICY FILTER REPORT

PROJECT DETAILS	
IDB Sector	TRADE-TRADE FACILITATION, TRADE LOGISTICS AND CUSTOMS
Type of Operation	Investment Loan
Additional Operation Details	
Investment Checklist	Generic Checklist
Team Leader	Umana, Mario Alberto (MARIOU@iadb.org)
Project Title	Strengthening of the Electronic Single Window for Trade
Project Number	TT-L1044
Safeguard Screening Assessor(s)	Garcia Navarrete, Aurelio (aureliog@IADB.ORG)
Assessment Date	2015-05-21

SAFEGUARD POLICY FILTER RESULTS		
Type of Operation	Loan Operation	
Safeguard Policy Items Identified (Yes)	The Bank will make available to the public the relevant Project documents.	(B.01) Access to Information Policy– OP-102
	The operation (including associated facilities) is screened and classified according to their potential environmental impacts.	(B.03)
	The Bank will monitor the executing agency/borrower’s compliance with all safeguard requirements stipulated in the loan agreement and project operating or credit regulations.	(B.07)
	Suitable safeguard provisions for procurement of goods and services in Bank financed projects may be incorporated into project-specific loan agreements, operating regulations and bidding documents, as appropriate, to ensure environmentally responsible procurement.	(B.17)
Potential Safeguard Policy Items(?)	There are Associated Facilities (see Policy definition) relating to the investments being financed by the Bank.	(B.04)

Recommended Action:	Operation has triggered 1 or more Policy Directives; please refer to appropriate Directive(s). Complete Project Classification Tool. Submit Safeguard Policy Filter Report, PP (or equivalent) and Safeguard Screening Form to ESR.
Additional Comments:	
ASSESSOR DETAILS	
Name of person who completed screening:	Garcia Navarrete, Aurelio (aureliog@IADB.ORG)
Title:	
Date:	2015-05-21

COMMENTS
No Comments

SAFEGUARD SCREENING FORM

PROJECT DETAILS	
IDB Sector	TRADE-TRADE FACILITATION, TRADE LOGISTICS AND CUSTOMS
Type of Operation	Investment Loan
Additional Operation Details	
Country	TRINIDAD AND TOBAGO
Project Status	
Investment Checklist	Generic Checklist
Team Leader	Umana, Mario Alberto (MARIOU@iadb.org)
Project Title	Strengthening of the Electronic Single Window for Trade
Project Number	TT-L1044
Safeguard Screening Assessor(s)	Garcia Navarrete, Aurelio (aureliog@IADB.ORG)
Assessment Date	2015-05-21

PROJECT CLASSIFICATION SUMMARY		
Project Category: C	Override Rating:	Override Justification:

		Comments:
Conditions/ Recommendations	<ul style="list-style-type: none"> • No environmental assessment studies or consultations are required for Category "C" operations. • Some Category "C" operations may require specific safeguard or monitoring requirements (Policy Directive B.3). Where relevant, these operations will establish safeguard, or monitoring requirements to address environmental and other risks (social, disaster, cultural, health and safety etc.). • The Project Team must send the PP (or equivalent) containing the Environmental and Social Strategy (the requirements for an ESS are described in the Environment Policy Guideline: Directive B.3) as well as the Safeguard Policy Filter and Safeguard Screening Form Reports. 	

SUMMARY OF IMPACTS/RISKS AND POTENTIAL SOLUTIONS	
Identified Impacts/Risks	Potential Solutions

DISASTER RISK SUMMARY	
Disaster Risk Category: Low	
Disaster/ Recommendations	<ul style="list-style-type: none"> • No specific disaster risk management measures are required.

ASSESSOR DETAILS	
Name of person who completed screening:	Garcia Navarrete, Aurelio (aureliog@IADB.ORG)
Title:	
Date:	2015-05-21

COMMENTS
No Comments

Environmental and social strategy

- 1.1 **General objective.** The objective of this operation is to improve the trade performance and enhance the competitiveness of Trinidad and Tobago through the strengthening of the SEW. The program comprises three components: (i) enhancing and expanding the services of the SEW; (ii) enhancing the interoperability of TTBizLink; and (iii) modernizing the legal institutional framework for international trade and institutional governance of the SEW.
- 1.2 According to the results of the IDB “Safeguards Policy Filter Report”, and the safeguard and Environmental Policies, this operation is classified as “C” category, given the low impact on environmental and social issues.
- 1.3 Even though this operation does not require any environmental or social assessment studies, consideration will be given during project preparation and execution to compliance to the safeguard policy items identified.
- 1.4 Additionally, all procurement processes will be conducted following the principles of efficiency and environmental responsibility. Furthermore, the operation will follow the recommendations of Annex I in GN-2400-11 relative to the list of activities excluded from financing.

INDEX OF COMPLETED AND PROPOSED SECTOR WORK

Thematic Area	Description	Estimated Date	Documents (references and electronic links)
Design and Technical Aspects	Diagnostic of current state of TTBizLink	July 2015	
Design and Technical Aspects	Preparation of Results Matrix with results indicators (targets and baseline)	July 2015	
Design and Technical Aspects	Preparation of Procurement Plan and detailed budget	July 2015	
Institutional Capacity Analysis	Analysis of the institutional capacity of executing agency	July 2015	
Cost-Benefit Analysis	Production of detailed cost-benefit analysis	July 2015	
Design and Technical Aspects	Operations Manual	July 2015	
Design and Technical Aspects	Technical Note: Electronic Single Window	Completed	https://idbdocs.iadb.org/WSDocs/getDocument.aspx?DOCNUM=36598417
Design and Technical Aspects	Technical Note: Interoperability at the Border	Completed	https://idbdocs.iadb.org/WSDocs/getDocument.aspx?DOCNUM=36598413
Design and Technical Aspects	10 Years of Single Window Implementation	Completed	https://idbdocs.iadb.org/WSDocs/getDocument.aspx?DOCNUM=39641205
Design and Technical Aspects	Single Window Case Studies UN	Completed	https://idbdocs.iadb.org/WSDocs/getDocument.aspx?DOCNUM=39641178
Design and Technical Aspects	Single Window Survey WCO	Completed	https://idbdocs.iadb.org/WSDocs/getDocument.aspx?DOCNUM=39641169

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