

BILL ANALYSIS

Senate Research Center
78R1390 MXM-D

S.B. 622
By: Armbrister
State Affairs
3/21/2003
As Filed

DIGEST AND PURPOSE

Currently, Texas law requires the Texas Department of Information Resources (DIR) to administer a common Internet-based system to allow professional and occupational licensees to apply for their licenses through Texas Online, an Internet portal site operated by DIR. However, Texas Online does not address customer service issues for licensing agencies. As proposed, S.B. 622 requires the Texas Department of Licensing and Regulation to establish a vendor contract for a centralized customer service center to administer occupational license transactions in Texas by state licensing agencies. This bill requires the program management office of DIR to establish, manage, and oversee the contract with the private vendor.

RULEMAKING AUTHORITY

This bill does not expressly grant any additional rulemaking authority to a state officer, institution, or agency.

SECTION BY SECTION ANALYSIS

SECTION 1. Amends Chapter 2054I, Government Code, by adding Section 2054.255, as follows:

Sec. 2054.255. CREATION OF CENTRAL CUSTOMER SERVICE CENTER; SELECTION OF VENDOR. (a) Requires the Department of Information Resources to contract with a private vendor to design and implement the technology, including software and hardware requirements, for a central customer service center to administer occupational license transactions in this state by state licensing authorities. Requires the Texas Department of Licensing and Regulation to manage and oversee the center as provided by Section 51.502, Occupations Code.

(b) Requires the center to include an interactive voice response system.

(c) Requires the program management office to establish, manage, and oversee the contract with the private vendor. Requires the contract to meet certain requirements.

(d) Requires payments to the vendor selected under this section to be based on cost reductions resulting from improved efficiency, including savings from full-time employee reductions at licensing authorities.

SECTION 2. Amends Chapter 51, Occupations Code, by adding Subchapter J, as follows:

SUBCHAPTER J. CENTRAL CUSTOMER SERVICE CENTER

Sec. 51.501. DEFINITIONS. Defines “customer service center” and “licensing authority.”

Sec. 51.502. MANAGEMENT AND OVERSIGHT OF CENTRAL CUSTOMER SERVICE CENTER. Requires the Texas Department of Licensing and Regulation

(department) to perform certain functions in the management and oversight of central customer service center.

Sec. 51.503. USE OF CENTER. (a) Requires certain licensing authorities to use the center.

(b) Authorizes a licensing authority other than an authority listed by Subsection (a) to use the center, subject to department approval.

SECTION 3. Requires the Department of Information Resources, the Texas Department of Licensing and Regulation, and the vendor chosen under Section 2054.255, Government Code, as added by this Act, to report to the lieutenant governor and speaker of the house of representatives on the status of the central customer service center no later than November 1, 2004.

(b) Requires the report to contain certain items.

SECTION 4. Effective date: September 1, 2003.