

# HOUSE . . . . . No. 4511

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## The Commonwealth of Massachusetts

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HOUSE OF REPRESENTATIVES, March 3, 2022.

The committee on Consumer Protection and Professional Licensure to whom was referred the petition (accompanied by bill, House, No. 4030) of David Henry Argosky LeBoeuf and others relative to streamlining licensure, compliance, and contracting opportunities, reports recommending that the accompanying bill (House, No. 4511) ought to pass.

For the committee,

TACKEY CHAN.

**HOUSE . . . . . No. 4511**

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**The Commonwealth of Massachusetts**

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**In the One Hundred and Ninety-Second General Court  
(2021-2022)**  
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An Act relative to streamlining licensure, compliance, and contracting opportunities.

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Chapter 93 of the General Laws is hereby amended by adding the following  
2 section:—

3           Section 115. (a) There is hereby established within the division of occupational licensure,  
4 hereinafter referred to as the “division”, a one-stop online portal to streamline licensure  
5 applications, permitting requirements and business registration. The one-stop online portal shall  
6 be designed to serve as a single, unified entry point for individuals and business owners to access  
7 and complete relevant initial and ongoing state services and requirements in relation to the  
8 creation or ongoing operation of a business located in the commonwealth. The division shall  
9 manage and implement the portal based on the results of an assessment conducted by the  
10 division to provide guidance in the creation and implementation of the one-stop online portal.

11           (b) The division shall prepare an assessment detailing recommendations for the creation,  
12 ongoing operation and management of the one-stop online portal, to be filed with the governor,

13 the state secretary and the clerks of the house of representatives and the senate not later than  
14 December 31, 2023. This assessment shall include, but not be limited to, the following:

15 (1) An estimate of the costs for full implementation of the portal, including those  
16 associated with technology, maintenance, sharing agency data, information security and other  
17 start-up costs;

18 (2) An estimate of the costs of establishing and maintaining a call center staffed with  
19 persons trained to answer questions and help businesses obtain information and services, along  
20 with a recommendation as to where the call center should be located and the number of staff  
21 necessary to operate it;

22 (3) Recommendations on the location, design, accessibility, and functionality of the  
23 portal;

24 (4) Recommendations as to the role of additional state agencies regarding the day-to-day  
25 operational management of the portal;

26 (5) Recommendations on the timeline for developing and testing the portal;

27 (6) Identification of any statutory or regulatory changes that need to be made to existing  
28 law to effectuate the portal's functionality;

29 (7) Identification of other state agencies that possess similar functions and content to  
30 those of the portal so that those functions can be added to the portal;

31 (8) Identification of any impediments posed by federal law and recommended ways to  
32 address each impediment;

33 (9) A comprehensive analysis of the processes of all state agencies, with a view toward  
34 streamlining and reducing the paperwork necessary for individuals and businesses to interact  
35 with each agency; and

36 (10) Recommendations on the scope of services to be provided by the portal. At a  
37 minimum, such services shall include:

38 (i) Application and renewal of licenses and fees incident to the start-up and operation of a  
39 business;

40 (ii) Online payment of taxes and related costs imposed by state law incident to the  
41 operation of a business;

42 (iii) Filing of documents and papers imposed by state law associated with the operation of  
43 a business;

44 (iv) Creation of individual online accounts for each individual or business, which allows  
45 the individual or business to monitor its filings, payments, deadlines and other business-  
46 compliance activities;

47 (v) Providing information regarding compliance with local requirements; and

48 (vi) Notification of public contracting opportunities and resources for technical assistance  
49 for individuals and businesses.

50 (c) The division shall:

51           (1) Ensure that the portal has a web site and the ability to process new business  
52 registrations as handled by the state secretary’s office, and will be in a testing phase for the  
53 department of revenue's tax registration application by December 31, 2023; and

54           (2) Ensure that subsequent and additional online individual and business applications  
55 maintained by the commonwealth shall be evaluated and prioritized.