

## Timeline of Public Discussions on Proposed Modernization of Licensing and IT Solutions

December 2021

Background: In 2019, the Department and Commission began formally discussing modernizing IT solutions, including delivery of hunting and fishing licenses and smartphone “app” development. This timeline provides documentation of the history of these public discussions and opportunities for formal and informal public input, spanning three years to date.

### February 2019 - Public Relations Committee meeting

- Agenda: [https://fw.ky.gov/Documents/02-08-2019\\_Committee\\_Meeting\\_Agendas.pdf](https://fw.ky.gov/Documents/02-08-2019_Committee_Meeting_Agendas.pdf)
- Video recording: <https://www.youtube.com/watch?v=Fz8oAN7Yimo>
- Summary: Marketing Director Brian Blank introduced the modernization initiative initiated by Commissioner Storm, informed the Commission of a newly formed staff advisory group to look into modernization opportunities including developing an app to enhance customer experiences. Examples of items provided that could be included were purchase of hunting and fishing licenses and permits, elk hunt drawing applications, hunter education exemptions, etc.

### May 2019 - Public Relations Committee meeting

- Agenda: [https://fw.ky.gov/Documents/May\\_10\\_2019CommitteeMeetingsAgendas.pdf](https://fw.ky.gov/Documents/May_10_2019CommitteeMeetingsAgendas.pdf)
- Video recording: <https://youtu.be/tqxYwSlpzeE?t=7824>
- Summary: Marketing Director Brian Blank indicated in the digital transformation initiative discussion that KDFWR staff had received presentations from two IT solutions vendors to better understand some of the vendor options available, and determined that development of a License Vendor RFP would be the next step in working toward an integrated license delivery system and app.

### November 2019 - Public Relations Committee meeting

- Agenda: <https://fw.ky.gov/Documents/2019NovemberCommitteeAgenda.pdf>
- Video recording: <https://youtu.be/bOoKQ2uNPIs?t=3623>
- Summary: Marketing Director Brian Blank described that an agency team was beginning to work on elements to be included in an RFP and that coordination would be required between COT and the Finance and Administration Cabinet. He said that regulation amendments would need to be identified for updating as necessary.

**January 2020-June 2021 - Department staff researched options and needs**, including: reviewing other states’ systems and contracts; developing internal teams to identify agency needs and preferred customer desires; drafted and issued a Request for Information (RFI) from companies that perform related services to ensure important considerations and possible IT solutions were not overlooked; began drafting a Request for Proposals (RFP) from prospective bidders; and identified changes to licensing regulations that would require Commission action.

### June 2021 - Commission meeting

- Agenda: <https://fw.ky.gov/Documents/2021-June-4-Commission-Meeting-Agenda.pdf>
- Video recording: <https://youtu.be/eqvdk8pHFW8?t=8700>
- Summary: Deputy Commissioner Brian Clark introduced this new business item by providing background on proposed regulation changes, describing the purpose as 1) updating antiquated language (e.g., outdated reg provisions) and 2) enabling potential contracting with a third-party license vendor to modernize our system to offer enhanced customer services such as a smartphone app, auto-renew option, hard card license option, and more. Explicit descriptions

were provided in the agenda for the proposed regulation changes, including addition of “vendor solution,” “operational fee” and “issuance fee” language, as well as the verbatim draft language for proposed regulation amendments in the business item attachment. These entailed a change from a specific license agent commission from .50 per license sold to a percentage-based commission not to exceed 3% (with the exact amount yet to be determined, subject to the RFP/bidding process). Moreover, the explicit invitation was extended to Commission members and members of the public to read the text and inquire with the department if there were any questions or concerns.

### **September 2021 - Commission meeting**

- Agenda: <https://fw.ky.gov/Documents/2021-Sept-3-Commission-Meeting-Agenda-Detailed.pdf>
- Video recording: [https://youtu.be/q8jOFXywsB0?list=PL6CXB-VLn6ENodZTqOE9Bh-T9Xiia\\_biC](https://youtu.be/q8jOFXywsB0?list=PL6CXB-VLn6ENodZTqOE9Bh-T9Xiia_biC)
- Summary: Deputy Commissioner Brian Clark re-stated much of the content introduced in June, with more thorough discussion of the effort to 1) update antiquated licensing language in regulations and 2) and allow for use of a third-party vendor to sell licenses, develop an app, facilitate applications, and provide other enhancements to customer service if a suitable vendor was selected as part of an RFP process. In this meeting he pointed out that historically the department had absorbed license-delivery costs including staffing for development and maintenance, customer service, infrastructure, and credit card fees, and that a third-party IT vendor would take on these costs in exchange for recouping small fees from customers in a market-based arrangement to help the department deliver licenses more cost-effectively and with better services. Written and verbal descriptions of the proposed changes were provided, including addition of “vendor solution,” “operational fee” and “issuance fee” language, as well as the proposed change from a .50 per license sold to a percentage-based commission not to exceed 3%. (Again, specific fee amounts could not be provided because these will be negotiated through an RFP process, in which the department would receive bids for services and proposed fees, with the goal of identifying the most advantageous vendor proposal for development of a contract to benefit both customers and agency needs.)

### **December 2021 - Commission meeting**

- Agenda: <https://fw.ky.gov/Documents/DETAILED%20Commission%20Meeting%20Agenda%20-%2020211203.pdf>
- Video recording: [https://youtu.be/km830TkiwZ8?list=PL6CXB-VLn6ENodZTqOE9Bh-T9Xiia\\_biC](https://youtu.be/km830TkiwZ8?list=PL6CXB-VLn6ENodZTqOE9Bh-T9Xiia_biC)
- Summary: Deputy Commissioner Brian Clark again re-stated much of the content introduced in June, and discussed at length again in September. He recounted that discussions of this aspect of modernization first came to the Commission table through the recommendation of the Public Relations Committee in May 2019, at which the Commission encouraged staff to take necessary next steps to draft an RFP for a third-party IT/license solutions vendor. He explained that due to legal and logistical constraints, states were increasingly transitioning to third-party license vendors. He recapped that the Commission vote was needed to make possible the use of a third-party license vendor through the proposed regulation amendments, but that the Commission’s action here would not actually issue an RFP or enact a contract. Those processes are subject to state procurement law and oversight by the Finance and Administration Cabinet. Proposals (bids) from prospective vendors would be evaluated by a team of state employees following strict terms of confidentiality and evaluation criteria as prescribed by state law and policy. Once again, specific fee amounts were not included because they were unknown pending outcome of a future RFP process. A successful RFP process would result in the Department selecting the best combination of required and desired services in exchange for acceptable fees commensurate with the licensing market across states at the current time.