


F R O M	NAME & TITLE	Todd Carter <i>Todd A. Carter</i> Chief Information Officer	CITY of	
	AGENCY NAME & ADDRESS	Baltimore City Office of Information & Technology 401 E. Fayette Street, 3rd floor	BALTIMORE	
	SUBJECT	City Council Bill 23-0347– Department of Business Licensing and Consumer Protection	M E M O	

June 27, 2023

TO: The Honorable President and
Members of the City Council
Room 400 City Hall
c/o Natawna Austin, Executive Secretary

The Baltimore City Office of Information and Technology (BCIT) has completed its review of Council Bill 23-0347. The purpose of this bill is to create a Department of Business Licensing and Consumer Protection as an independent City agency; providing for the leadership and staffing of the Department; establishing the Department’s purpose, powers, and duties; creating the Commission on Business Licensing and Consumer Protection; providing for the membership of the Commission; establishing the purpose, powers, and duties of the Commission; transferring the administration of certain business licenses to the Department; repealing certain obsolete Boards; providing for a special effective date; and generally relating to business licensing and consumer protection.

BCIT anticipates providing operational and infrastructural support for the establishment of the Department of Business Licensing and Consumer Protection (DBLCP). While it is difficult to estimate the total costs, baseline infrastructural support includes employee hardware. BCIT projects this will cost between \$30K-\$40K depending on their specific needs. This estimate does not account for support for the DBLCP to manage consumer complaints, communications, and case updates between administrators and consumers for which BCIT acknowledges that the Department would require case management software. Case management software can range in cost from several thousand to several hundred thousand dollars. More specifically estimating the costs of the software will require further analysis and requirements gathering that was not feasible in advance of submitting this letter.

We respectfully defer to the Department of Finance on Council Bill 23-034, Department of Business Licensing and Consumer Protection.

If you have any questions, please contact Leyla Layman, Chief of Staff, at (443) 202-4511.

cc: Ms. Nina Themelis, Interim Director, Mayor’s Office of Government Relations
Mr. Michael Moiseyev, Chief Financial Officer, Director of Finance