Process Mapping Services

Ordinance: 250083

02/04/2025

Neighborhood Planning and Development Committee

Procurement Process

- Development of Process Mapping Services- Professional Services contract
- Requested by CMO originally, funded by City Planning
- RFP issued, evaluation team CMO, City Planning, PW, Water, Data KC, GSD IT, EOQ
- 9 responses, 3 shortlisted for interviews
- Awarded to McKinsey and Company
- $410K annual cost
- MWBE goals waived by CREO

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RFP for Process Mapping of Development Approvals

The City of Kansas City is currently reviewing our processes and requirements related to issuing permits and plan reviews for development projects from an internal efficiency and user experience lens. Kansas City would like to work with a consulting team to:

- Interview internal subject matter experts
- Map and document application requirements, associated decision trees, and customer fees
- Identify requirements established by the City vs. those mandated by an external entity
- Identify and collect input documents and templates as available
- Document the internal process and timeline for application reviewal, issuance, and maintenance
- Use an accessible and easily shared tool/system to document these processes and requirements
- Assign a level of complexity of internal process for City staff and customers based upon gaps between appropriate complexity and customer experience
- Identify suggested modifications for moderately to highly complex processes through synthesizing sources of complexities related to associated permits and plan reviews

This project will include mapping the processes and requirements for ~125 permits and plan review process flows. By performing this study, Kansas City is hoping to continue in its efforts to build on the foundation of process improvement and enhanced customer experience.

The deliverables of this project will include:

- User-friendly but detailed process maps for each permit and plan review associated with the development process
- Integrated input sources (documents, templates, associated links, etc.)
- A report outlining the level of complexity of internal process suggested modifications for moderately to highly complex processes

Upon completion of this project there may be an option to extend the initiative to include the following phases:

- Process improvement prioritization and implementation
- User interface improvement and guided common application approach
- Customer experience review, survey, and corrective action
- Additional process mapping for other City departmental functions

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Questions?