



Case Study

THE CITY OF ANAHEIM

California

PlanetBids Provides First-time Automation

The City of Anaheim, located in Orange County, is the 10th most-populated city in California. Formerly a farming community, its history was changed dramatically with the construction of Disneyland and the advent of increasing tourism and the growing hospitality industry.

The Purchasing Division for the City of Anaheim purchases a wide variety of materials and services for the City's departments and programs, including the Anaheim Public Utilities, Police, Fire, Community Services, Convention Center, Facility, Fleet, Resort Maintenance, Public Works, Planning, Community Development, and City Administrative offices.

Based on market research and recommendations from other local government purchasing teams, the City of Anaheim partnered with PlanetBids to streamline their bid process, eliminate a paper intensive and manual process, and implement an emergency operations management program.

While the City had previously brought on a new financial system, the procurement department found PlanetBids to be more user-friendly and better suited to their needs than their financial systems solicitation module and opted for PlanetBids to integrate with that new system. Bringing on three key modules— Vendor Management, Bid Management and Emergency Operations —their procurement team started reaping the benefits within the first few bid projects.

The initial implementation stages started with a side-by-side roll-out with the former manual, paper-based system and the newly automated PlanetBids system. Within a short time, both the vendor community and purchasing team moved confidently toward automation, leaving many of the paper processes behind.

"PlanetBids is very knowledgeable and their customer service team has been extremely responsive!"

PLANETBIDS

Innovative eProcurement Solutions

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Big Benefits

With PlanetBids, the City of Anaheim's Purchasing team enjoys faster turnaround bid times and increased competition with an expanded vendor pool, due to expanded online outreach.

One of the biggest benefits has been the ability to share information across the system with other buyers and share resources with other organizations. For example, if one buyer is using specifications for one bid, they can easily be copied and assimilated in an identical bid type in another part of the organization.

Another feature that has paid dividends in time and energy for the procurement team is the ability to track all activity on a bid. From the time a bid is initially posted, vendors are electronically identified when they pull a copy of documents or receive addenda, submit questions, and propose bids by the deadline—every action is documented. In the event of a protest or concern, the purchasing team has a transparent record of the entire online process to review and assist in making any decisions. This process also helps them minimize a "no-bid" scenario, as they can investigate further, if no vendors are participating in a bid process.

PlanetBids is committed to providing exceptional customer service. Just ask our customers - "What is PlanetBids' greatest strength?"; and the resounding answer is outstanding customer service! Technology is important, and so are the people who use it!

Solutions Implemented



Vendor Management

Vendor Management offers a configurable and intuitive registration process, which ensures that vendor registrations are complete and unique, to avoid duplicate records. You can instantly gain access to vendor records, run advanced searches using multiple sets of data, verify vendor provided information against third-party databases in real-time, and run comprehensive reports and charts.



Bid Management

Bid Management is the most complete web based system on the market today. Procurement agents can quickly manage the process of issuing, monitoring, and awarding formal and informal bids. Vendors can interactively search, view, and respond to bid opportunities securely over the Internet.



Emergency Operations

The Emergency Operations module enables any organization to manage, maintain, and retrieve up-to-date information on vendors that provide goods and services in the event of an emergency. As a valuable addition to the existing modules of the PB System™, it can be deployed departmentally or across an entire organization and requires no other modules to be functional.