

The City of Milwaukee Embraces e-Bidding for Better Quality Bids

CHALLENGE

In previous years, the City of Milwaukee Department of Public Works used a paper-based bidding process for everything from water mains to sidewalk replacement. Time-consuming and more prone to error, this process also required bidders to physically drop off or mail-in bid packets. To reach more bidders, the City of Milwaukee sought an alternative.

SOLUTION

Bid Express® for secure online bidding, developed by Infotech.

With over 20 years of experience in e-bidding, Infotech provides industry-leading solutions to common process issues.

Results

With the vast majority of Milwaukee's Public Works bidding community using Bid Express, issues with non-compliant and non-responsive bids have been eliminated, while the city also gets a clearer picture of their bidding community.



Celeste Jantz, Contract Compliance Officer for the City of Milwaukee, wasn't with the City when they first started using Bid Express in 2013. Still, she's familiar with the issues that led them to seek out an online bidding platform. Namely, human error - **“when we take bids on paper, there are figures that don't always match or you can't read them,”** she says.

But six years after Milwaukee's initial adoption of Bid Express, that's no longer an issue. In addition to better bids, the City has a better bidding list thanks to the platform's reporting features. Combined with reliable customer service and online bid bond verification, Bid Express has everything the City of Milwaukee needs to streamline its bidding process.

Learn more about Bid Express at infotechinc.com/bidexpress

“The customer service is excellent, the bidders who bid with us regularly are really comfortable using Bid Express, and we don't have any issues with non-compliance or non-responsive bidders.”

Celeste Jantz, Contract Compliance Officer, City of Milwaukee
Department of Public Works

