



CITY OF RENO STREAMLINES PROCUREMENT OPERATIONS AND EXPANDS VENDOR PARTICIPATION WITH PLANETBIDS

HOW PLANETBIDS HELPED



Streamlined Operations

Faster bid creation from standard templates for goods and services and construction projects.



Vendor Experience

An intuitive vendor portal and greater reach means a larger vendor pool and more competition.



Remote-Friendly

Daily procurement processes can be handled from anywhere, eliminating disruptions.



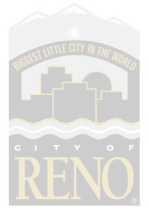
Document Tracking

Centralized document and certification management makes auditing and reporting easier.

OVERVIEW

Located on the eastern slope of the Sierra Nevada Mountains, the City of Reno is the largest municipality in Northern Nevada and home to over 235,000 residents. The City's Purchasing Program operates under a decentralized model that promotes competitive bidding, ensures public transparency, and encourages participation from a diverse and growing vendor community.

With oversight from a dedicated procurement team, the City is focused on securing high-quality commodities and services at the best value while making the bidding process more accessible for all vendors – especially as remote work reshaped the way local governments operate.



THE CHALLENGE

When the COVID-19 pandemic struck in 2020, procurement processes across the City of Reno were disrupted. Teams were quickly transitioned to remote work under the assumption it would last just a few weeks. However, it soon became clear that teleworking would become the new normal for the remainder of the year, possibly longer.

The City had already implemented PlanetBids the year before, in March 2019. Because automation was new for both the city staff and its suppliers, Marcie Wood, City of Reno Purchasing Program Management Assistant, said they initially planned to run dual systems – one automated and one paper system – as they acclimated. However, as staff quickly became comfortable with the new system and suppliers expressed a preference for online submissions, they quickly moved to full automation and digital bidding with PlanetBids.



IT HAS RESULTED IN A LARGER VENDOR POOL WITH GREATER COMPETITION AND INCREASED DIVERSITY IN SUBCONTRACTING

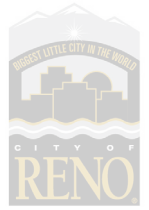
– Marcie Wood, City of Reno Purchasing Program Management Assistant

THE RESULTS

Despite the challenges of the pandemic, Reno's procurement team maintained operational continuity and even expanded the capabilities of its digital procurement platform. While initially implemented for general goods and services, the City's Public Works Department recognized the benefits and began using the system for construction projects as well.

PlanetBids' modular, cloud-based infrastructure enabled staff to upload documents, track submissions, and manage bids from any location, removing the burden of printing, mailing, or hand-delivering large proposals to downtown offices.

The City now uses PlanetBids to manage all construction and non-construction bids, RFPs, and RFQs and to maintain a database of registered vendors. Woods said having all the documents and requirements in one place saves a tremendous amount of time when looking for specific documents or files.



THE RESULTS *(CONT'D)*

"The system provides a really easy, step-by-step guide that helps me stay organized and ensure submissions are complete and meet deadlines," she said.

Beyond streamlining bid creation and reducing paper waste, PlanetBids has helped the city reach more vendors by advertising opportunities beyond the local newspaper and their website.

"While local businesses were accustomed to in-person meetings and submissions, they adopted the new procedures and now prefer the online process," Wood said. "It has resulted in a larger vendor pool with greater competition and increased diversity in subcontracting."

Digital bidding also helped Reno expand its vendor pool. Previously, the City relied on newspaper ads and website postings to share opportunities. Local suppliers were accustomed to in-person processes, but they quickly adapted—and even preferred—the digital experience.

BID MANAGEMENT

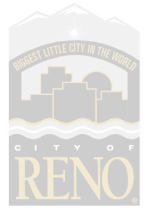
Modernizing Bidding for All Project Types

- **Challenge:** The City of Reno wanted to modernize procurement but was wary of automating too quickly, wanting to manage manual and digital bidding processes at the same time.
- **Solution:** PlanetBids digital bid management module centralized all bid opportunities (including construction and non-construction), improved visibility, and allowed for secure submissions from vendors across the region, eliminating the need for duplicate manual processes and streamlining operations for remote working during the pandemic.

VENDOR MANAGEMENT

Simplifying Access and Boosting Competition

- **Challenge:** Vendor outreach was limited to local postings, and submissions were paper-based, with little insight into vendor participation or compliance.
- **Solution:** With PlanetBids, the City maintains a complete vendor database, verifies certifications in real time, and reaches a broader network through email notifications, automated instructions, and digital communication tools for more competitive bid submissions.



RESULTS AND IMPACT

Since implementing PlanetBids in 2019, the City of Reno has transformed its procurement operations into a streamlined, paperless, fully remote-capable system.

Improved Agility During Disruptions

The platform enabled seamless continuity of procurement during the COVID-19 pandemic, keeping operations running smoothly from home.

Greater Supplier Engagement

Vendors quickly grew to prefer digital processes, and the City saw an increase in bids, competition, and diversity in subcontracting.

Centralized and Organized Workflows

Staff benefit from step-by-step guidance, deadline tracking, and easy access to all documentation in one place.

ABOUT PLANETBIDS

PlanetBids' end-to-end procurement platform helps procurement professionals in the public, private, education, and non-profit sectors streamline their purchasing operations and improve vendor and supplier relationships for better budget and resource management.

ABOUT THE CITY OF RENO

Known as "The Biggest Little City in the World," the City of Reno is Northern Nevada's largest metro and a fast-growing hub for business, innovation, and recreation. With a mission to deliver high-quality public services to residents, businesses, and visitors, the City is committed to transparency, efficiency, and equity in government operations.