



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY *MODERNIZES* MANUAL PROCUREMENT PROCESSES WITH PLANETBIDS

HOW PLANETBIDS HELPED



Transparency & Compliance

The ability to track bid activity, enforce submission requirements, and audit vendor interactions has transformed the agency's procurement approach.



Ease of Use

After the initial learning curve, the system is intuitive, and staff quickly adapted to self-guided learning.



Efficiency & Automation

Automating bid evaluation, contract tracking, and vendor communication has significantly improved operations.

OVERVIEW

The Corpus Christi Regional Transportation Authority (CCRTA) is responsible for providing public transportation services to the greater Corpus Christi, Texas, area. With a combined operating budget ranging between \$30 to \$40 million annually, and a procurement spend of approximately \$10 to \$15 million a year in Capital Improvement Projects (CIP), the agency needed an efficient and transparent procurement solution.

Before 2025, CCRTA's procurement process was largely paper-based and manual, leading to inefficiencies in vendor management, bid tracking, and compliance oversight. With increasing procurement demands, the agency sought a modern procurement software platform that could streamline workflows, increase vendor outreach, and ensure regulatory compliance. They chose **PlanetBids** end-to-end procurement platform to help bring them into the digital procurement age.



THE CHALLENGE

Prior to implementing PlanetBids, CCRTA faced several key procurement challenges:

Manual Processes

The agency only accepted bid responses in person or via email, making tracking and evaluating bids cumbersome and setting the agency up for errors or missed deadlines.

Transparency and Compliance

The team spent excessive time verifying whether bid documents were received, leading to potential disputes and inefficiencies.

Evaluation & Awarding Concerns

The team lacked a structured, centralized method for conducting evaluations and awards, adding to administrative burdens.

Vendor Communication Issues

Ensuring that vendors received bid opportunities, submitted complete documentation, and acknowledged necessary addendums was difficult, leading to extra work for the procurement team to ensure receipt and acknowledgement.

Limited Vendor Outreach

Finding and engaging qualified vendors, particularly in specialized categories like bus replacement parts and infrastructure projects, was a challenge.

Christina Perez, Director of Procurement, and Sherrie M. Clay, Procurement Specialist, recognized the need for a **streamlined, digital solution** to overcome these challenges.

THE SOLUTION: IMPLEMENTING PLANETBIDS

In January 2025, CCRTA went live with PlanetBids to manage multiple procurement functions, including Bid Management, Vendor Management, Contract Management, Insurance Certificate Management with My Insurance, and Project Evaluation.



WE WANTED A PLATFORM THAT OUR VENDORS AND CONTRACTORS WERE ALREADY FAMILIAR WITH, AND OVERALL, THEY SEEMED TO KNOW PLANETBIDS

– Christina Perez, Director of Procurement



THE SOLUTION (CONT'D)

PlanetBids provided CCRTA with a user-friendly, cloud-based procurement platform that addressed its pain points in several key ways:

VENDOR MANAGEMENT

Expanding Access & Ensuring Compliance

- **Challenge:** Finding and engaging vendors, ensuring bid compliance, and tracking vendor interactions was time-consuming.
- **Solution:** With **PlanetBids' Vendor Management module**, CCRTA now has a centralized vendor database, automated notifications for bid opportunities, and enhanced tracking capabilities.

"It also increases our outreach by being able to blast and reach vendors we didn't already know about," Clay said. "We can see what vendors other agencies use, which helps us find qualified suppliers we may not have otherwise considered."

IMPACT

The system helps the team categorize vendors efficiently, ensuring **better market competition and regulatory compliance**.

BID MANAGEMENT

Automating and Streamlining the Process

- **Challenge:** Before PlanetBids, bids had to be manually tracked, increasing the risk of missing deadlines or processing incomplete submissions and taking valuable time away from other important tasks.
- **Solution:** PlanetBids automates bid submissions, making the process seamless for vendors and staff. Now, vendors cannot upload bids until they have acknowledged all compliance requirements and met all submission conditions.

"Previously, vendors had to submit their bids in person or via email, which created tracking issues," Clay said. "Now, they can't upload their bid until they have responded to everything, ensuring accuracy and completeness."

IMPACT

The streamlined approach reduces administrative burden, increases efficiency, and improves bid response rates.



THE SOLUTION (CONT'D)

EVALUATION & AWARDING

Standardizing the Process

- **Challenge:** Evaluations were done manually, requiring extensive back-and-forth among team members to ensure fairness and compliance.
- **Solution: Project Evaluation** with PlanetBids means a structured approach to bid evaluation, ensuring fairness, transparency, and efficiency in awarding contracts.

"We have five evaluators for RFPs – one is always the project manager, and they choose four others with various backgrounds," Perez said. "We've never had an issue with their understanding, but this process will standardize our discussions and ensure we remain compliant."

IMPACT

By streamlining evaluations, CCRTA can expedite **decision-making and enhance procurement integrity.**

CONTRACT & INSURANCE CERTIFICATE MANAGEMENT

Enhancing Compliance

- **Challenge:** Tracking vendor insurance certificates and ensuring compliance was a manual, error-prone process.
- **Solution:** With **PlanetBids' Insurance Certificate Management**, CCRTA can automate compliance tracking, ensuring vendors meet legal requirements before contract award.

"Now, we get notified if certifications are expiring," Clay said. "This prevents compliance risks and ensures contracts are only awarded to vendor that meet our requirements."

IMPACT

Improved risk mitigation and compliance oversight.



RESULTS AND IMPACT

Since implementing PlanetBids, CCRTA has experienced significant improvements in procurement operations:

Faster, more efficient bid processing

Moving from paper-based to digital bid submissions has cut administrative time in half.

Enhanced compliance and transparency

With automatic tracking, document verification, and structured evaluations, the risk of non-responsive or non-responsible submissions has decreased.

Improved vendor engagement

With automated bid notifications and an expanded vendor database, vendor participation has increased.

Cost savings and efficiency

The ability to track spending, ensure competition, and automate manual tasks has helped CCRTA make smarter procurement decisions.

LOOKING AHEAD

As CCRTA continues to grow its procurement capabilities with PlanetBids, the agency is eager to explore **advanced reporting features, improved vendor analytics, and further automation** to drive greater efficiency. The transition has positioned CCRTA as a leader in modern, digital procurement in public transportation.

With a commitment to transparency, efficiency, and public trust, **CCRTA's adoption of PlanetBids has set a new standard for procurement excellence in public transportation.**

WHY 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.

- **Transparency First:** For the first time, all bids and contracts are available to the public without a login, ensuring total visibility and accountability.
- **Vendor-Friendly Registration:** Vendors quickly onboarded with minimal support, reducing administrative burden and improving vendor satisfaction.
- **Ease of Use for Staff:** Even non-tech-savvy team members found the system easy to navigate, accelerating adoption and reducing training time.

ABOUT CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

The Corpus Christi Regional Transportation Authority (CCRTA) Service Area covers 841 square miles and services approximately 5.3 million riders annually in the sixth-largest city in Texas.

The CCRTA, also known as the 'B,' provides fixed-route service, tourist, commuter, public event, and van/carpool services. Additionally, the CCRTA offers Paratransit Bus Service called B-Line, which provides shared-ride public transportation for people whose disabilities prevent them from using fixed-route bus services.