



AUTODESK **CONSTRUCTION CLOUD™**



## How Construction Bid Management Wins More Business for Complete Millwork Services

The old method of paper-based construction bidding is out, and the new way of collaborative bidding is in. For Complete Millwork Services, choosing cloud-based bid management tools means winning more business with fewer headaches.

Complete Millwork Services is a Carson City, Nevada-based millwork solution for exceptional quality interiors. They've been in business for over 60 years, and they know what it's like to bid in an old-fashioned paper-based environment.

Even just a few years ago, Kevin Mortensen, Complete Millwork's Vice President of Preconstruction, remembers subcontractors had to navigate mountains of paperwork, multiple spreadsheets, fax machines, whiteboards, and other manual processes.

"It was pretty antiquated," says Mortensen. "We still did a lot of printing of our drawings and a lot of hand takeoffs in the office."

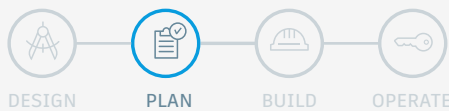
Thanks to technology, those days are gone. Complete Millwork Services now manages its entire preconstruction process through Bid Board Pro by BuildingConnected within Autodesk Construction Cloud™. With Bid Board Pro, Complete Millwork Services can use an online bid board to manage their preconstruction process as a whole and win more business.



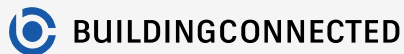
## Customer Snapshot

FIRM SIZE: <500  
FIRM TYPE: SPECIALTY CONTRACTOR  
REVENUE: N/A  
FOCUS AREA: COMMERCIAL  
HQ: SANTA CLARA, CA, US

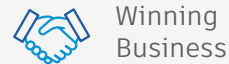
## PHASE:



## PRODUCTS:



## VALUE DRIVERS:



Winning  
Business

## Streamlined Bid Solicitation and Management Transforms the Bidding Process

For subcontractors, organizing and keeping track of many simultaneous opportunities is a significant challenge. In the past, Complete Millwork Services needed to manage countless spreadsheets, emails, and calendar invites.

“Before BuildingConnected, we used spreadsheets to try to track what was going on,” says Mortensen. “There were occasions where we’d either miss a bid date entirely or we would have two people working on the same bid, which was just a complete waste of resources.”

With BuildingConnected, Complete Millwork Services’ team can see at any given time exactly what’s out there, what they’re bidding, and who it is assigned to. Mortensen says he looks at it first thing in the morning, plans out his day, touches base with the estimator, and makes sure they’re still on track to submit on time. In this way, he can easily track what’s happening in real-time and keep up with all aspects of the collaborative bidding process.

“We track hundreds of bid invites every month. So trying to track where each of those are, not only who they’re assigned to, the due dates, and where we’re at on the proposal – it was very hard, if not impossible, before we used BuildingConnected,” says Mortensen.



## Collaborative Bidding Improves Estimator Efficiency

Estimators play a vital role in the preconstruction process, ensuring the success of a project from start to finish. Estimators at Complete Millwork Services no longer worry about crossing wires or having to track projects manually. Bid Board Pro provides insights into workflows and clarity to ensure everyone on the team stays on the same page.

“Before BuildingConnected, we might have two estimators working on the same project – wires would get crossed,” says Project Manager Andrew Hoxsey. “We’d lose a week’s worth of work when we could have been doing something else.”

Bid Board Pro helps keep everyone organized. Everyone knows what sort of workflow is coming up and when things are due. As soon as a bid comes in, the manager can assign it to the appropriate people, and they know what they’ve got on their plates so they can plan and organize their time.

“

BuildingConnected helps us stay on top of where we need to be. Simply put, it’s revolutionized the industry.”

**-Kevin Mortensen**  
Vice President of Preconstruction,  
Complete Millwork

## Analytics Inside Cloud-based Bid Management Tools Help Win More Projects

Choosing the right projects to bid on can be challenging, and submitting winning bids requires significant time and resources. Even the most organized bid calendars can’t prevent project conflicts or guarantee that GCs will accept bids.

Mortensen relies on Bid Board Pro’s cloud-based bid management tools and data analytics to bid smarter. Bid Board Pro helps him determine which projects they have the best chances of winning and which GCs are most likely to award contracts. Mortensen can view how many bids Complete Millwork Services has submitted to any given GC and what that GC’s award



rate is. This information has helped Mortensen and his team select bids based on their potential success rate.

“You can only bid so much in a time period. If we have conflicting bids on a certain date, I can use Bid Board Pro to weigh which bid we turn in,” says Mortensen. “I can take our analytics, go back to the general contractor, and explain why we won’t bid on a certain project because they historically haven’t awarded us any jobs. The inverse is true as well, where we’ll let the general contractor know why we chose them to give a proposal to.”

Bid Board Pro has transformed the way Complete Millwork Services does business. Countless spreadsheets, email chains, and guesswork have been replaced by a streamlined online bid board, a centralized calendar, and robust data analytics.

With a construction bid management process in place, the Complete Millwork Services team can focus on what’s important: winning projects and producing and installing quality interiors.

“BuildingConnected helps us stay on top of where we need to be. Simply put, it’s revolutionized the industry,” says Mortensen.