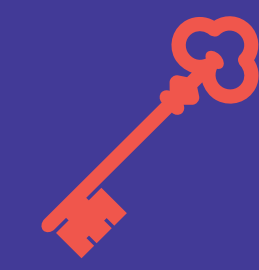
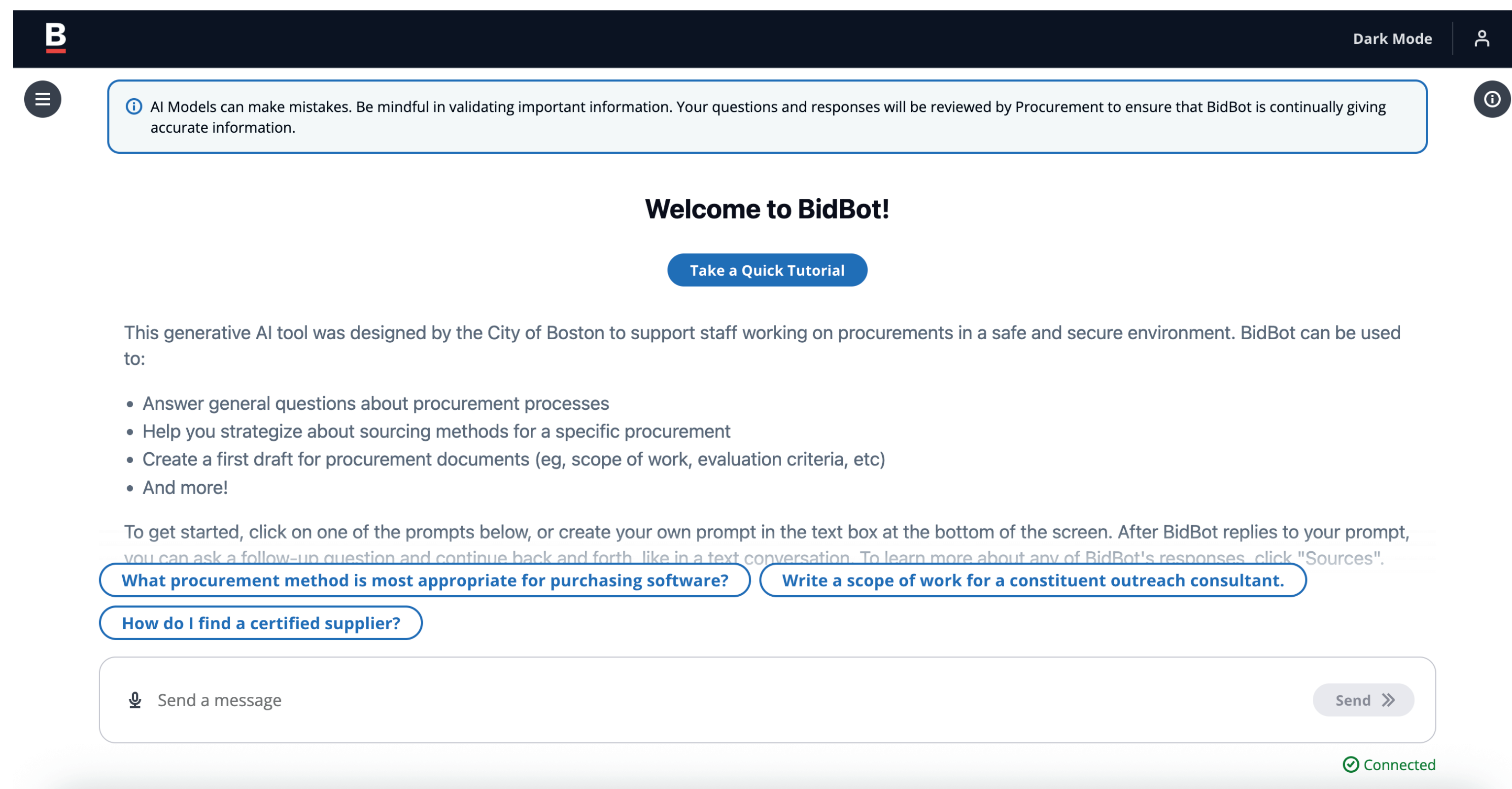


LESSONS FROM BIDBOT: AN AI TOOL FOR CITY PROCUREMENT



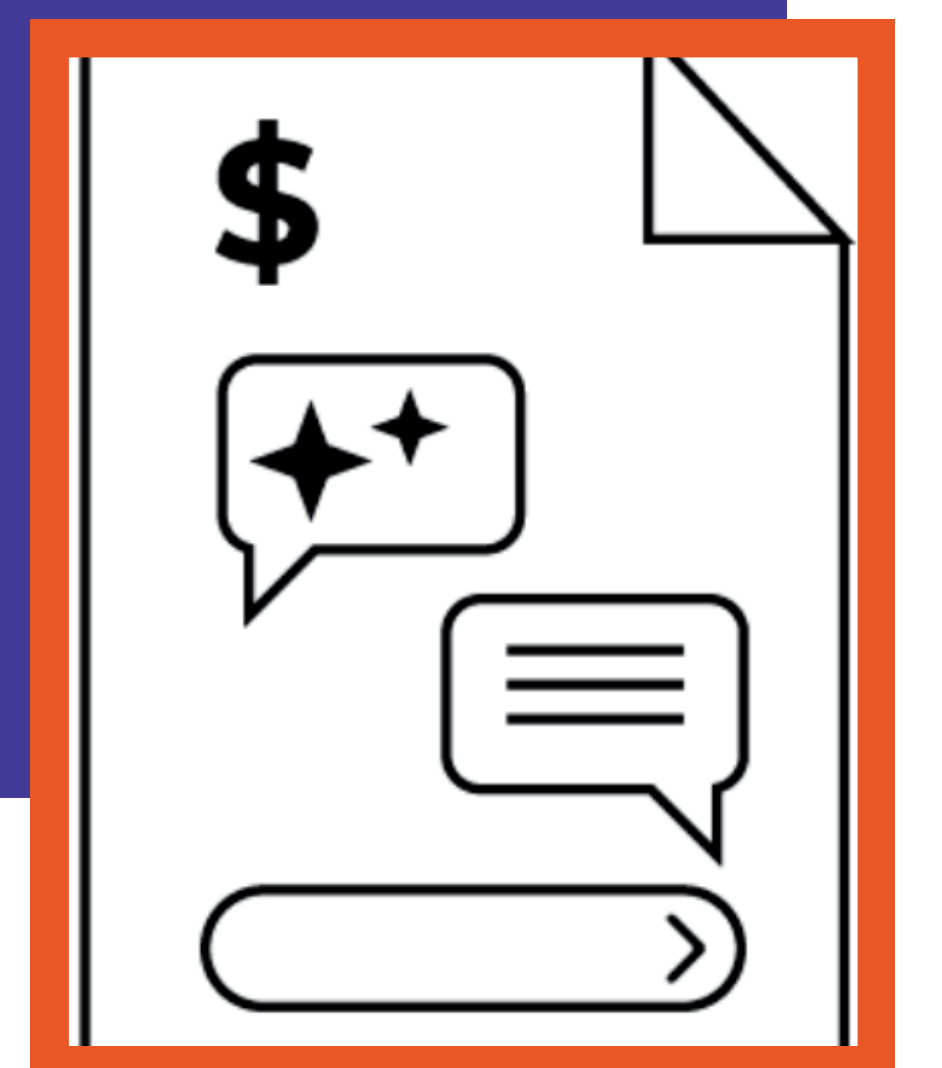
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CHALLENGE:

City workers often need to buy supplies or hire contractors through a process called procurement. Rules for procurement are confusing and the process can be hard to get right. Most employees don't buy big things often, so procurement is tough to do without help.



INNOVATION:

We worked together to build BidBot, an AI tool for City procurement, using the City of Boston's own rules and guides. Then we tested it with employees and gave them access to training.

IMPACT:

Staff using BidBot finished their work more quickly and more accurately. City workers also liked AI more after using BidBot. Ten months later, employees who learned to use BidBot are still using it.

completed tasks

18%

more quickly

2x

higher quality
Scopes of Work
drafted

43%

believe AI can
help in their job
vs 2% without BidBot



City of Boston
Procurement



City of Boston
Innovation and Technology

INNOVATION
INNOVATION

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