

THE LAS VEGAS CONVENTION AND VISITORS AUTHORITY WELCOMES YOU



TO DO BUSINESS WITH US

Dear Current or Prospective Las Vegas Convention and Visitors Authority Supplier:

We are pleased to take this opportunity to present this guide on How To Do Business with the Las Vegas Convention and Visitors Authority (LVCVA), a local government agency governed by the Nevada Revised Statutes. Purchasing by and for the LVCVA is conducted fairly with opportunity given to all who desire to participate in the procurement process. This is only accomplished when all participants completely understand the policies, procedures and philosophies governing our procurement activities.

We believe that the process of effective procurement is highly dependent upon open and thorough communication. Much of what is contained in this guide is just that, communication of our policies, procedures, and expectations. After reading this guide, you should have a better understanding of how the LVCVA purchases goods and services and be ready to compete with other suppliers. If you have any questions after reading this guide, please contact us for further clarification and information. It is our hope that we may jointly exceed the needs and expectations of our mutual customers and visitors to fabulous Las Vegas!

Be sure to visit our Internet website at: <http://purchasing.lvcva.com> where you will find specific purchasing information and opportunities.

Sincerely,

Penny Marchell, C.P.M.
Director of Purchasing

PM/ts
11/07

THE LAS VEGAS CONVENTION AND VISITORS AUTHORITY HISTORICAL BACKGROUND

Las Vegas has long been a favorite vacation destination for millions of tourists. In the early 1950's however, community leaders realized the cyclical nature of tourism caused a significant decline in the number of visitors during the weekdays, throughout the summer months, and over the Christmas season. In order to attract more visitors to the area during the slow periods, a new market was needed – convention travelers. This idea became the seed that blossomed into the development of the Las Vegas Convention and Visitors Authority.

The Authority was originally established by the Nevada Legislature in 1955 as the Clark County Fair and Recreation Board for the purpose of acquiring, operating and promoting convention halls and recreation facilities within Clark County. The Las Vegas Convention and Visitors Authority, emphasizing our 51 year history, tradition and heritage continues to lead the convention and tourism industry by offering the most superior quality of service and facility space.

During the ensuing years, the Las Vegas Convention and Visitors Authority committed to the following dual mission:

To attract to the Las Vegas area a steadily increasing number of visitors – both tourists and convention delegates – to provide a customer base large enough to profitably support the available hotel and motel rooms, and;

To efficiently operate and maintain the convention facilities for the Las Vegas area.

State law establishes the number, appointment and terms of the members of the Las Vegas Convention and Visitors Authority's Board of Directors. A 14-member board provides guidance and establishes policies to accomplish our mission. Eight members are elected officials of the county or one of the incorporated cities therein. The remaining six members are nominated by the Las Vegas Chamber of Commerce and Nevada Resort Association and represent different segments of industry. The board serves as the policy-making body for the Las Vegas Convention and Visitors Authority.

The Las Vegas Convention and Visitors Authority's primary source of revenue is provided by room tax imposed on hotel, motel and other transient lodging establishments in Clark County.

BRIEF OVERVIEW

The following information is provided to assist suppliers in understanding the Las Vegas Convention and Visitors Authority's (LVCVA's) procedures, policies and practices (this brief overview is intended to be a general overview and not a complete summary).

The Purchasing Department is responsible for supporting the Executive, Marketing and Operations divisions by purchasing materials, services and goods needed to meet their goals and objectives. Purchasing responsibilities include conservation of public funds through reduction in cost and improvement in the quality of materials purchased; and for the promotion of fair and open competition among bidders.

The LVCVA's Purchasing Department operates under the philosophy that the internal customer drives the development of the product or service specifications and their unique requirements. The Purchasing Department contributes to the team partnership by acting as the primary supplier liaison and specialists in the business transaction in order to obtain the "best bid".

We strongly encourage you to identify business opportunities with the LVCVA. The Purchasing staff is pleased to serve as your primary resource to identify the potential for conducting business and to ensure that you are provided appropriate opportunities.

It is the policy of the LVCVA to provide minority owned, women owned, disadvantaged and other business enterprises an equal opportunity to participate in the performance of all LVCVA contracts.

This policy applies to all different departments and divisions of the LVCVA who may, by their authority, award construction, procurement, concession and professional services contracts.

It shall be a continuing goal of the LVCVA to actively pursue minority owned, women owned, disadvantaged and other business enterprises to participate in the LVCVA's procurement and contracting activities.

GUIDE FOR SUPPLIERS ON HOW TO DO BUSINESS WITH THE LVCVA

The philosophy of purchasing is to award business to those suppliers who help us achieve our business objectives. We aim for long-term relationships that are profitable for both buyer and seller. Suppliers will continue to receive our business as long as they remain competitive and follow the required policies and procedures.

Suppliers should have the products or services needed and be able to deliver them on time. They need to have the proper facilities and know-how to provide the proper quality product and/or service ordered.

INITIAL CONTACT

When you want to do business with the LVCVA – start with the Purchasing Department.

Don't start with the people in the field. Start by registering with the Purchasing Department. When the person in the field wants your product or service, Purchasing will already have the pertinent information to fulfill the needs of the purchase request. Too many times the requisitioner doesn't get the vendor's complete company name, contact person, address, phone/fax numbers, and e-mail address.

Don't assume that your company is already on the Supplier List because purchases have been made from your company in the past.

Upon initial contact, whether by telephone or in person, briefly identify your company's products and/or services immediately upon getting the first person in Purchasing. It may not always be necessary to talk to a particular buyer as the buyers are cross-trained and handle most any commodity.

Always request to be placed on the Supplier (Bidders) List. An application can be faxed, mailed, or completed on-line. Fill out the application as thoroughly as possible and return it.

Visit our Website! You can file your Supplier (Bidders) List Application electronically, view bid opportunities, and results at <http://purchasing.lvcva.com>.

The Supplier (Bidders) List is a tool that is useful to the Buyers when initiated to bring your company's name/commodity into view immediately. It does not mean you will automatically receive orders. It means you have made Purchasing aware of your presence, your desire to bid on, quote on or supply product to them. A Buyer can inform the Supplier of the particulars involved in those activities.

The Supplier (Bidders) List is primarily used for formal bid requirements (over \$25,000). For most other requirements, it is extremely important that you develop appropriate relationships with the Purchasing Department and the end user.

When you feel you need more information or ever have any questions regarding How To Do Business With the Authority. What do you do?

Call and ask if you need to make an appointment to introduce yourself, your company and your commodity.

When you make initial contact with a Buyer who specializes in your line of work, schedule an appointment with them to ensure the best use of both your time and ours; do the following:

- A) Have literature about your company readily at hand.
- B) Develop your presentation to address key products that offer the greatest value to the Authority and its customers.
- C) Focus on it and how your products will benefit us.
- D) Ask the Buyer when you'll have an opportunity to quote/bid on the product or service you provide.
 - 1) Ask the Buyer to identify the schedule necessary to participate in the quote/bid process.

If you have already been speaking with someone in Purchasing about a product or service, an existing purchase order, a delivery, etc., make sure you remember who you were talking to. If the person who answers the phone, or the first person you see in the office, who wasn't your initial contact asks if they can help you with something, let them try. In the Purchasing Office we try to keep all staff informed of things that might come up when a particular buyer is not available so they are quite capable of communicating with you in your request(s).

When you initiate the process of getting on the Supplier List , inquire about how purchase orders, deliveries, and invoicing (billing) are handled, if that information has not automatically been provided to you. Ask if PO numbers are assigned to all purchases, if they can purchase some product by credit card, and who has the authority to place orders. (Many purchases including products, services, construction, and professional contracts are obtained on an as-needed basis).

When a person (employee) in the field tells you to order something without giving you a purchase order, or purchase by credit card, ask them to give you one or the name/phone number of the appropriate ordering authority.

Make sure Purchasing knows how to get in touch with you. If all the information is not on your business card or letterhead, make sure you give your phone/ fax/beeper/cellular numbers (if applicable) and email address. It is not enough to give this information to the end user.

BUYER AVAILABILITY

The Purchasing Department operates by appointment Monday through Friday during the hours of 8:00AM to 5:00PM. Contact the Purchasing Department at (702) 892-2950
Fax: (702) 892-2956.

PURCHASING AUTHORITY

Only authorized Buyers are permitted to issue Purchase Orders. No shipments or product deliveries should be made or services performed without a properly authorized Purchase Order or credit card number. A supplier should never accept a revision or change to a Purchase Order except from an authorized Buyer.

KEEPING IN TOUCH

Once you've been registered as a prospective supplier, or even if you are an established supplier, when any of the particulars about your company change (name, address, phone/fax/cell numbers or you get or change email addresses), let us know as soon as possible. Send a letter, a fax, or drop by with a new business card that reflects the changes. We can't find you if we don't know when things change.

If you take over someone else's territory, or purchase another company, let Purchasing know so they can change the records to reflect that. In this way they will always know how to contact the current representative when needed.

When your company takes on a new line, manufacturer, etc., let us know. Drop by and update your commodity listings and/or send us a letter, fax or email.

END USER CONTACT

Suppliers are expected to work through the Purchasing Department. Prior clearance should be obtained from Purchasing before discussions or correspondence with non-purchasing (end user) personnel. When approval is given to make such contacts, a copy of all correspondence should be sent to Purchasing and a report should be made to Purchasing about any meetings or discussions held.

If an end user contacts you to get prices of any magnitude, or leads you to believe they are going to order something of a high-dollar amount, it may be in your best interest to give Purchasing a call and apprise them of what you're working on. This is so: 1) you won't spend a great deal of time, expertise and energy putting pricing together that may have to be competitively quoted or bid on; 2) you don't expend yourself on a project that hasn't been budgeted for (and may not be) while the end user hasn't told you they're just doing research, and; 3) you don't disclose exact pricing when "ball park" figures are appropriate (estimates for future budgets or for special appropriations).

This will help you and Purchasing avoid end users "shopping" for items that must be competitively bid.

If you are not sure for what purpose an end user is inquiring of you, (budget estimates or ready-to-purchase items), ask them. If it's a budgetary estimate, ask if they want exact figures, "ballpark", or "dollar range". Ask if they would like literature for backup if you have some available.

WHEN SELECTING A SUPPLIER

We look for suppliers that minimize our costs and contribute to operation efficiency. A new supplier's capabilities to achieve these goals will be ascertained before placing any significant order.

Products and/or services that we purchase should meet the specifications as requested. The selected supplier agrees to provide these products and/or services by acceptance of our order. We want to be sure the selected supplier has the technical capabilities/equipment required to fill our requirements successfully.

Our selected suppliers should make deliveries on schedule as they agree to. Delivery later than agreed is not considered satisfactory. We are concerned about a supplier's ability to produce the volume we need when we need it and that a supplier will be able to fill our needs as we grow.

All sales representatives are expected to have the authority to negotiate a firm agreement. If a sales representative has limited authority to make/fulfill an agreement or is unsure of their authority to do so, the Buyer should be informed before issuing a purchase order or purchase contract. All accepted purchase orders/purchase contracts are considered firm agreements.

All prices are considered firm and not subject to negotiation after a purchase order is submitted unless the agreement includes a clause permitting price changes for changes in cost. Even when escalation is permitted by the agreement a formal request to increase prices should be submitted for approval to the appropriate authorized Buyer and should be accompanied by documented proof of added costs. Suppliers should reduce prices when they experience cost reductions. Doing so helps keep them competitive.

PURCHASING IS RESPONSIBLE FOR PROCURING:

Goods and Services
Construction
Professional Services

GOODS

Goods encompass all of the commodities required to develop and maintain new and existing facilities and departmental functions.

CONSTRUCTION

Construction encompasses on-site construction projects for public works for all departments.

SERVICES

GENERAL TYPE SERVICES – The service provider is required to hold a Business License. No special higher education is typically required to perform the services.

PROFESSIONAL SERVICES – The service provider is a professional who typically is required to hold a business license, a professional license, and higher education is required to perform the services.

Each category has the following general threshold:

- 1) Formal advertised bids
- 2) Written or verbal quotes
- 3) Delegated purchasing authority

EXAMPLES OF GOODS & SERVICES PURCHASED

GOODS	SERVICES
Flowers & plants	Advertising
Forms / paper / envelopes	Audit
Fuel	Business center
Furniture	Casual / temporary labor
Hardware / lumber	Construction (small & large projects)
Janitorial products	Delivery / courier
Office machines	Entertainment / model agencies
Office products	Equipment maintenance
Paint & wall covering supplies	Food concessions
Personal computers / printers / software hardware	Professional services (Engineer / Architect)
Photo supplies	Publishing
Service awards / trophies	Telecommunications
Telecommunications products	Towing
Turf equipment	Uniform rental & cleaning
Vehicles / carts / lifts	

The following tables explain dollar thresholds, purchasing methods and buying responsibility:

GOODS AND SERVICES

<u>Amount</u>	<u>Method</u>
\$0 - \$24,999.99	Procured by one of the following within LVCVA employee authority and limits: Petty Cash, Procurement Card, Purchase Order.
\$25,000.00 - \$49,999.99	<u>Method</u> Two written quotes as required by N.R.S. Procured with a Purchase Order by Purchasing Staff only.
\$50, 000.00 – \$99,999.99	<u>Method</u> Purchasing Staff utilizes advertised bid process as required by N.R.S. Procured with a Purchase Order by Purchasing Staff only. Approved by President/CEO.
\$100,000 & Over	<u>Method</u> Purchasing Staff utilizes advertised bid process as required by N.R.S. Procured with a Purchase Order by Purchasing Staff only, with Board of Director approval.

- Misc. *Terms are net 30, with consideration for other terms given with the bid
 *The LVCVA utilizes other local government contracts (joinder) where appropriate.
 *The LVCVA requires insurance for service contracts, coverage amounts vary. Each contract is evaluated individually.

CONSTRUCTION

Amount

\$0 - \$24,999.99

Method

Two written quotes on expenditures between \$10,000 – 24,999.99. Procured with a Purchase Order by Purchasing Staff only.

\$25, 000.00 – \$99,999.99

Method

Purchasing Staff utilizes advertised bid process as required by N.R.S. Procured with a Purchase Order by Purchasing Staff only.

\$100,000 & Over

Method

Purchasing Staff utilizes advertised bid process as required by N.R.S. Procured with a Purchase Order by Purchasing Staff only, with Board of Director approval.

Misc.

*Bonds (100%) required on all contracts \$100,000 & up

*The LVCVA requires insurance on all construction, coverages may vary. Workers Compensation coverage required on all contracts.

*Terms are net 30 upon completion, or progress payments in accordance with NRS. Consideration shall be given for other terms in the bid.

*All contractors must be properly licensed.

PROFESSIONAL SERVICES (AND APPROVED BIDDING EXCEPTIONS)

<u>Amount</u>	<u>Method</u>
\$0 - \$99,999.99	<p>Negotiation and recommendation of award is conducted within an individuals level of authority or delegated authority.</p> <p>May obtain and consider Bidder List from Purchasing. Purchasing may provide technical assistance. Procured with either an approved written contract and/or Purchase Order.</p> <p>Contract must be approved by Contract Administration and Legal Counsel prior to signatures being acquired.</p>
\$100,000 & Over	<p><u>Method</u></p> <p>Negotiation and recommendation of award is conducted within an individuals level of authority or delegated authority and requires Board of Director approval.</p> <p>May obtain and consider Bidder List from Purchasing. Purchasing may provide technical assistance. Procured with either an approved written contract and/or Purchase Order.</p> <p>Contract must be approved by Contract Administration and Legal Counsel prior to signatures being acquired.</p>
Misc.	<p>*Terms negotiated with contract. *Insurance requirements dependant on contract.</p>

GENERAL RULE

All purchases must be made with a credit card, Purchase Order, Purchase Contract or a Board Approved Contract.

You should not begin any work without first having been given either a credit card number, an official Purchase Order Number, the Purchase Order itself, or a Letter of Award from the Purchasing Department.

When the Purchasing Department contacts you regarding an upcoming bid or quote you should:

1. Respond to the inquiry with your competitive bid/quote within the time frame given.
2. If you choose not to bid or quote a particular opportunity, please do us the courtesy of responding with a "No Bid".
3. You will be notified by the Purchasing Department if you are the "Best Bid".

INTERNET INFORMATION

Visit our website: purchasing.lvcva.com

THE LAW

All purchasing efforts for the Las Vegas Convention and Visitors Authority's are governed by the Nevada Revised Statutes (NRS) including:

NRS CHAPTER 332 – PURCHASING: LOCAL GOVERNMENTS

NRS CHAPTER 333 – PURCHASING: STATE

NRS CHAPTER 338 – PUBLIC WORKS PROJECTS

NRS CHAPTER 339 – CONTRACTORS' BONDS ON PUBLIC WORKS PROJECTS

PURCHASING POLICY AND PROCEDURES

The following procedures are to emphasize the Las Vegas Convention and Visitors Authority's (LVCVA's) commitment to increasing minority owned, women owned, disadvantaged and other business enterprises participation in the LVCVA's procurement and contracting process. These procedures are designed to create an atmosphere that sensitizes all individuals involved in the LVCVA's procurement process to the special efforts required to obtain minority and women owned business participation. It is the intention of these procedures to ensure minority owned, women owned, disadvantaged and other business enterprises participation in the bidding process and in the award process.

- 1) A method has been developed to record and report procurement activity that will reflect the level of participation of minority owned, women owned, disadvantaged and other business enterprises in the bidding and award process.
- 2) The LVCVA shall continuously seek out and include minority owned, women owned, disadvantaged and other business enterprises in the procurement process. This shall be accomplished by actively participating in outreach programs, workshops, utilizing minority owned, women owned, disadvantaged and other business enterprises listings from other agencies and advertising in appropriate publications. A listing of minority owned, women owned, disadvantaged and other business enterprises will be maintained and updated on a regular basis. This list will also be provided to LVCVA personnel who are responsible for negotiating consultant/professional service contracts prior to the selection process. A policy statement will be included in request for proposal documents for consultants and professional services that the evaluation will include consideration of the contractors efforts in subcontracting with minority owned, women owned, disadvantaged and other business enterprises.
- 3) All bids and requests for proposals shall give notice that the LVCVA encourages contractors and suppliers to utilize minority owned, women owned, disadvantaged and other business enterprises as subcontractors, suppliers and vendors in their performance of LVCVA contracts.
- 4) Each contractual and purchase opportunity shall be carefully scrutinized to ensure that no barriers to minority owned, women owned, disadvantaged and other business enterprises participation is inadvertently included. This shall include review of the technical specifications, bonding requirements, the insurance requirements and the terms and conditions, regardless of the contract or purchase amount, to determine if these requirements can be waived and/or modified to increase opportunities for minority owned, women owned, disadvantaged and other business enterprises.

- 5) All prime contractors are required to list in their bid documents all minority owned, women owned, disadvantaged and other business enterprises who will be subcontractors, including the type of work to be performed and the value of the subcontract, for those subcontractors.
- 6) All advertising requirements include publication in widely circulated minority newspapers, trade associations, business publications and through the notification of minority media. For all advertised bids, a public pre-bid conference shall be conducted. This will provide the forum to discuss the technical specifications, the bonding requirements, the insurance requirements and terms and conditions in order to ensure that no inadvertent barriers to minority owned, women owned, disadvantaged and other business enterprises participation may have been included. Each bid will also provide the opportunity to request a written explanation of the requirements of the bid (similar opportunities shall be provided for non-advertised bids).
- 7) The LVCVA shall provide information to minority owned, women owned, disadvantaged and other business enterprises and local businesses on projected LVCVA contractual needs.
- 8) Sensitivity training and workshops on how to do business with minority owned, women owned, disadvantaged and other business enterprises will be developed and provided for staff and personnel who make routine as well as extraordinary procurement decisions within the LVCVA.
- 9) Consideration shall be given to a certification process, including jointly participating in a centralized certification process.

All Purchasing personnel within the LVCVA and the suppliers they deal with, are expected to conduct their business in accordance with the twelve "Principles and Standards of Purchasing Practice" as defined by the Institute of Supply Management (Institute of Supply Management/NAPM) listed below:

PRINCIPLES AND STANDARDS OF ETHICAL SUPPLY MANAGEMENT CONDUCT

**LOYALTY TO YOUR ORGANIZATION; JUSTICE TO THOSE WITH WHOM YOU DEAL;
FAITH IN YOUR PROFESSION**

1. Avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
2. Demonstrate loyalty to the employer by diligently following the lawful instructions of the employer, using reasonable care and only authority granted.
3. Avoid any personal business or professional activity that would create a conflict between personal interests and the interests of the employer.
4. Avoid soliciting or accepting money, loans, credits or preferential discounts, and the acceptance of gifts, entertainment, favors or services from present or potential suppliers that might influence, or appear to influence, supply management decisions.
5. Handle confidential or proprietary information with due care and proper consideration of ethical and legal ramifications and governmental regulations.
6. Promote positive supplier relationships through courtesy and impartiality.
7. Avoid improper reciprocal agreements.
8. Know and obey the letter and spirit of laws applicable to supply management.
9. Encourage support for small, disadvantaged, and minority-owned businesses.
10. Acquire and maintain professional competence.
11. Conduct supply management activities in accordance with national and international laws, customs and practices, your organization's policies and these ethical principles and standards of conduct.
12. Enhance the stature of the supply management profession.