



WE ARE  
**Meals On Wheels**  
ASSOCIATION OF AMERICA™

**Keith Greene**  
**Chief Membership Officer**  
**Meals On Wheels Association of America**  
**[keith@mowaa.org](mailto:keith@mowaa.org)**

# The Value of Meals On Wheels Membership

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For the investment of \$150 annually, every Meals On Wheels Member organization will have access to programs, information and tools that will enable them to:

- **Expand revenues** through our grants, advocacy and awareness-building campaigns;
- **Reduce expenses** through group purchasing discounts on products and services;
- **Enrich professional development** through gatherings such as our Annual Conference, webinars, online networking, certification and other education and training opportunities;
- **Keep current** through access to timely and relevant information and research; and
- **Leverage the national brand** through cause marketing and awareness-raising campaigns.





## Member Discount Program

**Steven Skelton**

*Business Services Manager*

Meals On Wheels Association of America

[steven@mowaa.org](mailto:steven@mowaa.org)

# Partners

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- Premier – Group Purchasing
- GM – Vehicles
- Abbott – Ensure and Glucerna
- Cambro – Food Handling Equipment
- Verified Volunteers – Volunteer Screening
- Mutual of America – Retirement Plans



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ASSOCIATION OF AMERICA™



## Group Purchasing Organization Overview

Kathy Kickert – Director Premier

[Kathy\\_kickert@premierinc.com](mailto:Kathy_kickert@premierinc.com)

615-261-9385

Mischa Collins – Premier Director – US Foods

[Mischa.collins@usfoods.com](mailto:Mischa.collins@usfoods.com)

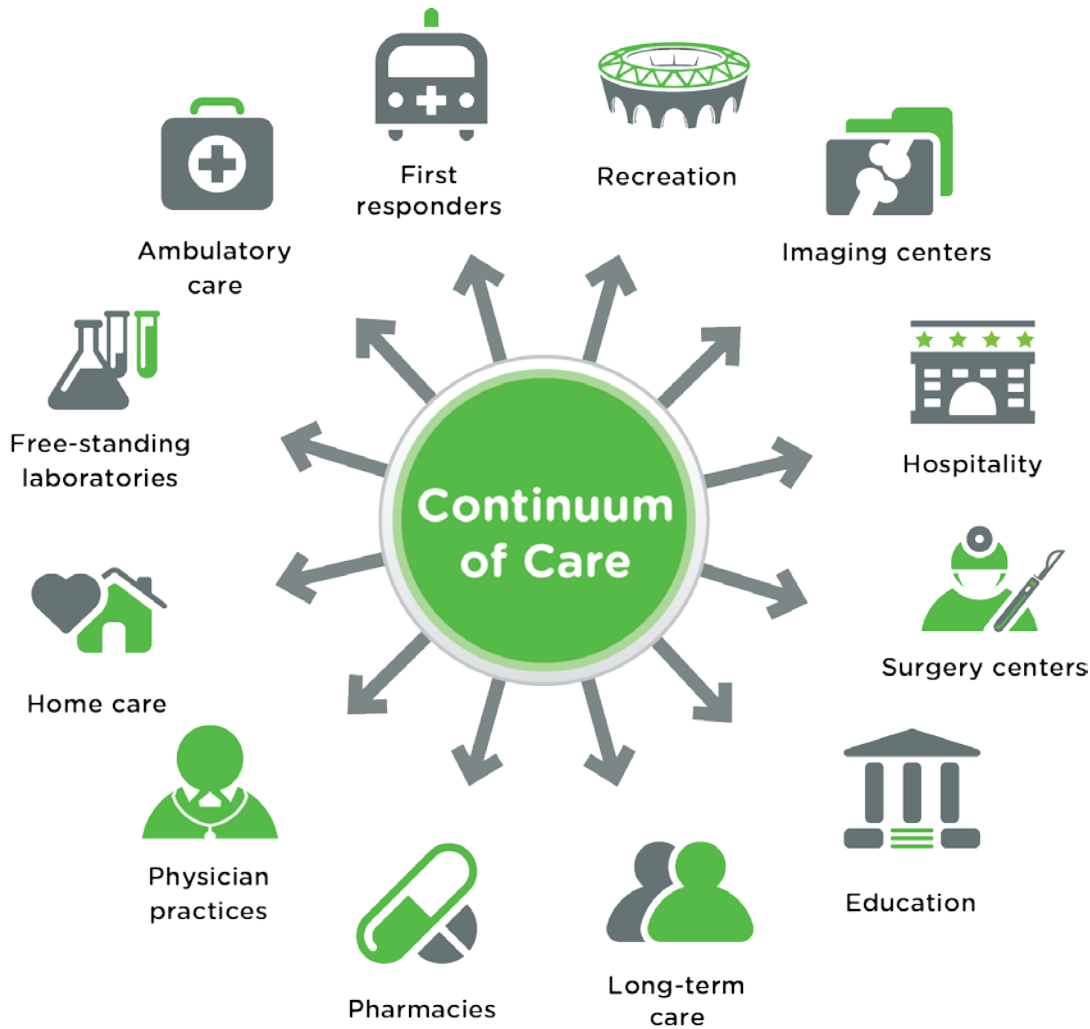
## ▶ Who is Premier?

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- ▶ Premier is one of the nation's largest performance improvement alliances of approximately 3,000 U.S. hospitals and 110,000 other providers
- ▶ Premier Healthcare Alliance was built to drive member savings and create solutions to help them succeed
- ▶ Publicly traded on NASDAQ with majority ownership by 185 of America's leading healthcare institutions
- ▶ No cost to join our utilize our GPO program
- ▶ Recognized for transparency, ethics and consistent execution
- ▶ Leading Food Program in the industry



# Continuum of Care



**100,000+**  
Continuum of Care  
members

**\$8.8+ billion**  
in purchasing  
volume



# ► Premier – Meals On Wheels – Your Agency



## PREMIER ROLE

- National contracting
- Stakeholder support
- Regional contact support
- Supplier interface and promotions
- Standardized marketing materials
- Contract uptake

## Sponsor Role (MOWAA)

- New member Introduction
- Assist with marketing tools and resources
- Provide knowledge based information to share
- Identify new sourcing opportunities for membership

## MEMBER ROLE

- Access programs and contracts
- Share information
- Collaborate
- Network





# Premier Contracting Practices

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- ▶ Member committees manage contract decisions – all categories
- ▶ Premier RFP process supports competitive bid processes to secure best pricing and quality
- ▶ Sole and multi-source contracts by category
- ▶ Reverse auctions and group buys available based on category
- ▶ Three (3) year terms with most supplier contracts
- ▶ Large distribution agreements may be approved for five (5) year terms – example, US Foods agreement



PREMIER

# ▶ Premier REACH – A Portfolio of Purchasing Solutions



# ▶ Premier REACH – A Portfolio of Purchasing Solutions



# Office Supplies Contracted Suppliers

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- ▶ Office Depot & Office Max (National)
- ▶ Staples, Inc. (National)
- ▶ Sun Office Products (National)



# ▶ Premier REACH – A Portfolio of Purchasing Solutions



# PC HARDWARE AND SOFTWARE SUPPLIERS

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- ▶ Dragon Development Systems
- ▶ PC Connection, Inc.
- ▶ Zones, Inc.



# ▶ Premier REACH – A Portfolio of Purchasing Solutions



# Housekeeping & Laundry Suppliers

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## Housekeeping

- 3M Company
- Diversey
- Procter Gamble
- Spartan Chemical
- Swisher Hygiene

## Laundry

- Diversey
- Eco-Lab
- Gurtler
- Midlab
- Procter Gamble
- Spartan Chemical
- State Industrial
- Swisher Hygiene





## Paper – Janitorial Suppliers

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- ▶ **Afflink**
- ▶ **American Hotel Register**
- ▶ **Amsan**
- ▶ **Hercules**
- ▶ **Mat. Mgmt Svcs**
- ▶ **Network Services**
- ▶ **Pro-Link**
- ▶ **Staples**
- ▶ **Strategic Market Alliance**
- ▶ **Triple S**
- ▶ **Unisource WW**
- ▶ **XPEDX**
- ▶ **Paper Towels-Tissue**
- ▶ **Georgia Pacific**
- ▶ **Kimberly Clark**
- ▶ **Von Drehle Corp**





**Foodservice Distribution Program  
Contracted Manufacturer Agreements  
(CMAs) for food**

# Premier Foodservice Program



## PREMIER



# ▶ Foodservice Program Overview

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## ▶ National distribution

- Sole source distribution award – US Foods
- Premier and US Foods are committed to the execution of the Meals On Wheels program nationally through this contract and beyond

## ▶ Contracted Manufacturer Agreements (CMAs)

- 3 year awards – by category
- Rotating annual calendar
- Current 215+ agreements; 95+ categories;

## ▶ Value Added Tools

- Meals On Wheels Web Portal [www.premierinc.com/mowaa](http://www.premierinc.com/mowaa)
- CHOICE 365 - Tools/Resources
- Member education
- Premier Connect Community coming soon



## ▶ US Foods distribution program

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- ▶ 20 year relationship with our sole distribution partner US Foods
  - Earned through sourcing process – every 5 years
- ▶ Premier is US Foods' largest customer
  - Premier makes up over 12% of total US Foods sales volume
  - 3 times larger than 2<sup>nd</sup> and 3<sup>rd</sup> largest customers
  - Drives top commitments and contract terms
- ▶ Offers the best mark-up and incentive program through US Foods
- ▶ 99% Fill Rate Commitment
- ▶ Commitment to stock any item a Premier member requests with movement of 3 cs/week
- ▶ Dedicated support, technology tools and more
- ▶ Awarded by Foodservice Committees



# Food Distribution Mark Up Parameters

## Program B

- Average Drop Size \$350 - \$2999
- Accounts Payable (DSO) 45 days or under

## Program A

- Average Drop Size \$3,000 up
- Accounts Payable (DSO) 45 days or under

## Program Z

- Annual volume of \$2.0 million within a 5 mile radius zone
- Accounts Payable (DSO) 45 days or under

\*AA and BB Programs available for members that choose to pay in >45 Days (pending approval by US Foods credit)



# Food Distribution Operational Incentives

Drop Size	<ul style="list-style-type: none"><li>• Average quarterly drop size</li><li>• 0.0% up to 1.4% quarterly</li></ul>
Accounts Payable	<ul style="list-style-type: none"><li>• Based on average daily sales outstanding (DSO)</li><li>• 0.0% up to .50% quarterly</li></ul>
New Business Incentive	<ul style="list-style-type: none"><li>• Less than 20% of current purchases come from US Foods today</li><li>• 1% paid bi-annually on total purchases for first 6 months of utilizing the program</li></ul>
Direct Parent Incentive	<ul style="list-style-type: none"><li>• Purchase 85% of food and food related products through US Foods</li><li>• Achieve the national average for specific class of trade</li><li>• Receive 1% of total purchases bi-annually</li></ul>



# Foodservice Direct Order

- ▶ Complete USFood.com functionality
  - Many features were built through collaboration with Premier members
- ▶ Custom page with links to key program updates
- ▶ Customized Product Information
  - CMA Product Flagging
    - » Highlights for new contracts
    - » Highlights for expiring contracts
- ▶ Customized Reporting

**CMA** Indicator

The screenshot displays a web-based interface for a foodservice direct order system. At the top, there are navigation tabs for 'Order Guide', 'Home', 'New Order', and 'My Orders'. Below the tabs, there is a search bar and a 'Filter' button. The main area is a table with columns for 'Line', 'Description', 'Quantity', 'Unit', 'Price', and 'Total'. The table lists various food items, such as '1 ANG 2 SANDY CORNED BULL (GROUND)', '2 ANG 2 SANDY CORNED BULL (GROUND)', '3 ANG 2 SANDY CORNED BULL (GROUND)', etc. A red box labeled 'CMA' is positioned above the table, with an arrow pointing to a red 'CMA' indicator in the 'Description' column of the first row. The interface also shows a 'Last Update Date: 11-09-2009' and a 'Print' button.





# ▶ Contracted Manufacturer Agreements (CMA's)

- ▶ **CMA's are completely optional use what works for you**
- ▶ 3 year category contract awards
- ▶ Goal to benefit all members – multiple tier levels, price points, options that allow them to choose
- ▶ Over 215 Manufacturer agreements in our portfolio today
- ▶ Excess of 50,000 products under contract
- ▶ Sole and multi-source contracts – to meet varying needs of members
- ▶ Savings average exceeds 15%
- ▶ Today over 70% of all dollars purchased by our members are covered by a CMA
  
- ▶ This sourcing model addresses both the cost of goods into the distribution center and the mark-up applied to the cost by the distributor, allowing agencies to access deeper savings on everything they purchase – not just a select few items.



# CMA's - How is the savings negotiated

## Savings

- Deviations - Majority of CMA agreements
- Discounts applied at time of invoice – delivered cost determined at time of contracting by Premier

## Savings

- Allowances – Small number of commodity contracts
- Discounts that have a % or Cents per \$ off USF delivered cost

## Savings

- Rebates – approximately 10% of CMA agreements
- Discounts that are returned to the member quarterly from Premier (100% returned to member)



# Value Added Support



Spring/Fall Regional  
Networking Meetings

National  
Breakthroughs  
Conference

Culinary Clinics

Allergy Tool Kit

FARE



Online Ordering  
FSDO  
Business Analytics

Consolidated  
Reporting

Invoice History

Nutritionals

CMA & Local  
Product Flags



Food Safety & Quality  
Assurance  
Vendor Expectations  
Manual

3<sup>rd</sup> Party Audits

Industry leading recall  
process



Transparency  
Audit Rights  
Code of Conduct  
Premier Cares  
Awards  
Sustainable Living  
2014 Champion For  
Change Award

Premier Support – Knowledge, Networking, IT Tools, QA, Transparency



PREMIER

**Premier Technology and Support**

# Program Execution

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## Dedicated Team

- Kathy Kickert – Director, Premier REACH
  - » [Kathy\\_kickert@premierinc.com](mailto:Kathy_kickert@premierinc.com)
  - » 615-261-9385
  - » Manage relationship
  - » Drive successful member communication
  - » Drive contract aggregation
  - » Promote and market foodservice program
  - » Build a customized partnership for success
- Contract Advisors
  - » Introduce contracts
  - » Promote contract at the local level
  - » Work with Meals On Wheels Association of America to customize sales process to members
- Executive Support
  - » Alignment with our visions and values





**Premier has multiple sponsors, like the Association, that allow members to join our GPO through their selling efforts.**

**In order to participate in the Meals On Wheels Association of America aggregation of volume, value added tools and resources you must join the Premier GPO under the Meals On Wheels Association umbrella.**

**The registration site is [www.premierinc.com/mowaa](http://www.premierinc.com/mowaa)  
Click the Get Started button and complete the membership application**

# Technology Support

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## Web Portal

- Online registration
- Contract introductions
- Education tools
- Discussion boards
- Testimonials
- Access to Supply Chain Advisor



Have a question?  
[Contact Premier](#)  
or 855.884.8416

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*So no senior goes hungry.*



### Resources

**Meals On Wheels  
Association of America  
Member FAQs**  
(.doc, 40 KB)

**Premier technology**  
(.ppt, 2 MB)

**Request a Market  
Basket Analysis**

### Enroll now

Access Premier's group purchasing savings today by completing the [enrollment form](#).

**GET STARTED**

### Learn more

Learn more about Premier's group purchasing services in partnership with the Meals On Wheels Association of America [here](#).

### Become a member

In order to receive members-only discounts, you must be a member of Meals On Wheels Association of America. If you are not a member, [join today!](#)



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## Resources

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# Online Enrollment Form

## Contact Info

First Name\*

Last Name\*

Title\*

E-mail\*

Phone\* (000.000.000)

Fax (000.000.000)

## Account Information

Agency Name (Roster Participant)\*

Federal Tax/Employee Identification No.(TIN/EIN)

Primary Street Address\*

City\*

State\*

Zip\*

## Agency Type

Agency/Facility Type\*

Specify (if you selected "Other")

## Food Purchasing

Estimated Annual Foodservice Purchases: \$

Current Foodservice Distributor(s)

Average Days Sales Outstanding

Scheduled Food Deliveries Per Week

## Ship to/Child Sites

If you will be accessing the Program on behalf of ship to/child sites, please download and complete this [spreadsheet template](#) and email it to [Chris Richardson](#) in order to ensure that they are linked to the program.

## Terms and Conditions

I agree to the [Terms and Conditions](#) of participation on behalf of the Roster Participant and all facilities listed on the ship to exhibit.

The individual who submits this form on behalf of the Roster Participant represents and warrants that he/she is duly authorized to bind the Roster Participant to the Terms and Conditions of Participation as indicated above.

SUBMIT





ACTIONS



KNOWLEDGE



COMMUNITIES

Rob Falk ▾

Feed

Cleanse My Spend

Distributor Mark-Up Manager

Employee Discount Mall

EXPRESSbuy

Group Buy

ReimbursementFocus

SpendAdvisor

Supply Chain Advisor

New Read

Source



Filter



## What's new with PremierConnect 2.4

Mark Read

Beginning with PremierConnect 2.4 in May 2014, Premier brings new analytics, dashboards and ways of collaborating to create value.

Added on 06/30/2014 at 09:00AM EDT from Premier, Inc.



Konrad Murphy posted:

## CAH Linen Expense

Mark Read

I'm interested in knowing how much other CAH hospitals are spending annually on linen replacement...pillows and cases, sheets, blankets, towels...etc..

Added on 07/22/2014 at 11:25AM EDT from Discussions



Alex Fairley posted:

## Help grow the Facilities Community!

Mark Read

The Facilities, Construction and Environmental Services Community is now approaching 600 members and we would like to continue growing at a pace of at least 10% per month.

You can help! If ...

Added on 07/21/2014 at 09:40AM EDT from Discussions

# Supply Chain Advisor (SCA)

PREMIER | SUPPLY CHAIN ADVISOR®  
Assessment, Automation, and Support

Home | FSDO | Attainia | Contact | Logout  
Welcome Rob Falk | View SCA Administrator Info | Facility: All Facilities

CONTRACTS | PRODUCTS | NEWS/RESOURCES | SUPPLIERS | ACTIVATIONS | REPORTS | TASKS/ALERTS | ADMIN | PREFERENCES

### Contract Search

Basic Search | Advanced Search | Search Preferences

Use \* as a wildcard anywhere within your search text.

Search Filters

- Activation Available:  Yes,  No
- Price Activated:  Yes,  No,  In Process
- Contract Type:  Premier,  Non-Premier
- Contract Status:  Active

2,093 Active Premier Contracts

#### Welcome to Supply Chain Advisor®!

If you have not already received training, you are encouraged to sign up for training using the links below.

#### Supply Chain Advisor®

Do you ever need to know the price of a particular product when you're away from your desk? Whether you're meeting with suppliers, talking with clinicians on the floor or looking up products in your supply closet, it's hard to keep track of prices for the thousands of products at your organization.

The **PremierConnect™ Price Lookup** app gives you instant access to product pricing on both Premier and local contracts! Now, you can look up product and

#### Contract Resources

Premier

- [ASCEND Portal \(ASCEND® members only\)](#)
- [Contract Calendar](#)
- [Contract Launch](#)
- [Contract Launch Update Report](#)
- [Economic Outlook and Inflation Estimates](#)



## Contract & Product Information

### Price Activate Contract

User Guide | Exit

<b>Contract:</b> PP-FA-444 Can Liners	<b>Effective Date:</b> 08/01/14	<b>Expiration Date:</b> 07/31/17	<b>Contracted Supplier:</b> TX2260 Heritage Bag Company
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#### Price Activation

On behalf of Premier - NC9010

\* Price Effective Date: 08/01/2014

\* Price Expiration Date: 07/31/2017

\* Select Tiers

Tier Description	
<input type="checkbox"/> SA	TIER 1: < 100 Cases per Month Total Product Purchases (\$ Per Calendar Year)
<input type="checkbox"/> SA	TIER 2: 100 to <1,000 Cases per Month Total Product Purchase (\$ Per Calendar year)
<input type="checkbox"/> SA	TIER 3: 1,000+ Cases per Month Total Product Purchases (\$ Per Calendar Year)

System Aggregation:  Combine facility purchasing volume for tier qualification

\* Facilities: No facilities have been added. [Manage Facilities](#)

Attachments: There are no files attached to this activation. [Add Attachment](#)

Distribution: Add Distributor  There are no distributors selected for this activation.

# Premier REACH (non-healthcare) agreements

## Category/Award

- **Batteries**
  - Energizer
  - Procter Gamble
- **Can Liners**
  - Heritage Bag
  - District Healthcare
  - Inteplast
  - Pitt Plastics
- **Air Filtration**
  - Koch Filter
- **Credit Card**
  - PNC Bank
  - Premier Healthcare

## Category/Award

- **Document Solutions**
  - International Business Solutions
  - Ricoh
  - Standad Register
  - Workflowone
  - Xerox Corp.
- **Equipment Liquidation**
  - BidMed
  - Centurion Service
  - Manage Resource Group

## Category/Award

- **Hard Copy Shredding**
  - Carolina Records
  - Cintas
  - Secure Document
  - Shred-IT
- **Elevators/Escalators**
  - Kone
  - Otis Elevator
  - Thyssenkrupp
- **Energy Efficiency**
  - Enernoc
  - Healthcare Energy
  - Performance Services
  - Siemens Industry



# Premier REACH (non-healthcare) agreements

## Category/Award

- **Fire Life Safety/Security**
  - Cintas Corp.
  - Ingersoll-Rand Security
  - Odyssey Technology
  - Pop-A-Lock
  - Siemens Industry
- **Floor Care Services**
  - Betco Corp
  - Karcher
  - Tennant Company

## Category/Award

- **Furniture**
  - Montel Aetnastak
  - Spacesaver
  - Chromcraft
  - Durfold Corp.
  - Haworth
  - Herman Miller
  - Krueger International
  - NK Medical
  - OFS
  - Steelcase
  - Stryker
  - The Hon Company

## Category/Award

- **Stainless Steel Carts**
  - Lakeside Manufacturing
  - Mass Medical Storage
  - Pedigo Products
- **Home/Dorm Appliances**
  - Supply America
  - US Foods Culinary Equipment



# Premier REACH (non-healthcare) agreements

## Category/Award

- **HVAC Equipment**
  - Lennox International
  - McQuay International
  - Phoenix Controls
  - Tri-Dim Filter
- **Ice Machines**
  - Aramark Services
  - Follett Corporation
  - Scotsman Ice Systems

## Category/Award

- **Maint. Repair/Ops**
  - American Product
  - Fastenal Company
  - Graybar Electrical
  - Hagemeyer N.A.
  - Interline Brands
  - Mayer Electric
  - MSC Industrial Supply
  - Optimum Supply
  - Rexel Gexpro IESC
  - Wesco Distribution
  - WW Grainger

## Category/Award

- **Pest Elimination**
  - Massey Services
  - Orkin, Inc.



# Premier REACH (non-healthcare) agreements

## Category/Award

- **Housekeeping**
  - 3M Company
  - Diversey
  - Procter Gamble
  - Spartan Chemical
  - Swisher Hygiene
- **Laundry**
  - Diversey
  - Eco-Lab
  - Gurtler
  - Midlab
  - Procter Gamble
  - Spartan Chemical
  - State Industrial
  - Swisher Hygiene

## Category/Award

- **Reusable Textiles**
  - American Dawn
  - Encompass Group
  - ICP Medical
  - Medline Industries
  - Phoenix Textile
  - Standard Textile
- **Uniforms**
  - Cintas Corporation
- **Waste Management Svcs**
  - Clean Harbors Environmental Svcs
  - Daniels Sharpsmart
  - Heritage Environmental Svcs
  - Onsite Sterilization

## Category/Award

- **Water Treatment**
  - Chem Aqua
  - EcoLab
  - Fremont
  - Garratt-Callahan
  - GE Consumer
  - Nalco
  - Premier Water Energy
  - Southwest Engineers
  - US Water Services
  - Water Engineering Services





# Premier REACH (non-healthcare) agreements

## Category/Award

- **Paper-Janitorial**
  - Afflink
  - American Hotel Register
  - Amsan
  - Hercules
  - Mat. Mgmt Svcs
  - Network Services
  - Pro-Link
  - Staples
  - Strategic Market Alliance
  - Triple S
  - Unisource WW
  - XPEDX
- **Paper Towels-Tissue**
  - Georgia Pacific
  - Kimberly Clark
  - Von Drehle Corp

## Category/Award

- **Office Supplies**
  - American Office Products Dist.
  - Friends Business Source
  - Office Depot
  - Office Max
  - Staples
  - Sun Office Products
- **Inbound/Outbound Freight**
  - Federal Express
- **Printers, Copiers Fax**
  - Konica Minolta
  - Ricoh
  - Xerox Corporation
- **PC Hardware/Software**
  - Paragon Development
  - PC Connection
  - Zones, Inc.

## Category/Award

- **Foodservice Distribution**
  - US Foods
- **Natural & Organic Specialty Distribution**
  - United Natural Foods Inc.
  - (UNFI)
- **Premier Foodservice Solutions**
  - Contract Management Consulting Services for 3<sup>rd</sup> party review of existing or potential foodservice contracts





## Questions & Discussion



WE ARE  
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Direct Factory Direct Partners



The GM Competitive Assistance Program (CAP) is a factory discount off the dealership invoice.

- Pick out the desired vehicle from any GM dealership
- Present CAP form to fleet salesman at the dealership
- Title vehicle in member program name
- Drive Away

# Available Vehicles

Model	Invoice Credit
Sonic	\$950
Cruze (excluding Diesel)	\$1,750
Impala Limited 1FL	\$4,800
Impala Limited (excluding 1FL)	\$5,150
Equinox	\$2,050
Traverse	\$3,300
Tahoe	\$3,800
Yukon	\$4,300
Suburban	\$3,800
Yukon XL	\$4,300
Silverado/Sierra 1500 Regular Cab Work Truck (1WT/2WT or 1SA)	\$3,700
Silverado/Sierra 2500/3500 Regular Cab Work Truck (1WT or 1SA)	\$5,350
Silverado/Sierra 2500/3500 Regular Cab 2WD (excluding Work Truck)	\$5,850
Silverado/Sierra 2500/3500 Regular Cab 4WD (excluding Work Truck)	\$6,100
Express/Savana 1500 Cargo	\$5,350
Express/Savana 2500 Cargo Regular Wheelbase	\$5,550
Express/Savana 2500 Cargo Extended Wheelbase	\$5,950
Express/Savana 3500 Cargo Regular Wheelbase	\$6,200
Express/Savana 3500 Cargo Extended Wheelbase	\$6,350
Express/Savana Passenger	\$5,800
Express/Savana Cutaway	\$5,600



# Abbott

A Promise for Life

Abbott has been a long time partner with the Association. The long list of products like Ensure, Glucerna, and Vital address nutritional needs for all seniors. Factory direct pricing offers tremendous savings for all Meals On Wheels Association members.



Discounts on food storage containers, insulated transporters and other great Cambro products. Buy directly from Cambro to cut out the middleman and access the best pricing available. Buying direct can save you thousands of dollars a year with discounts ranging from 20% to 50%!



## **Questions & Discussion**