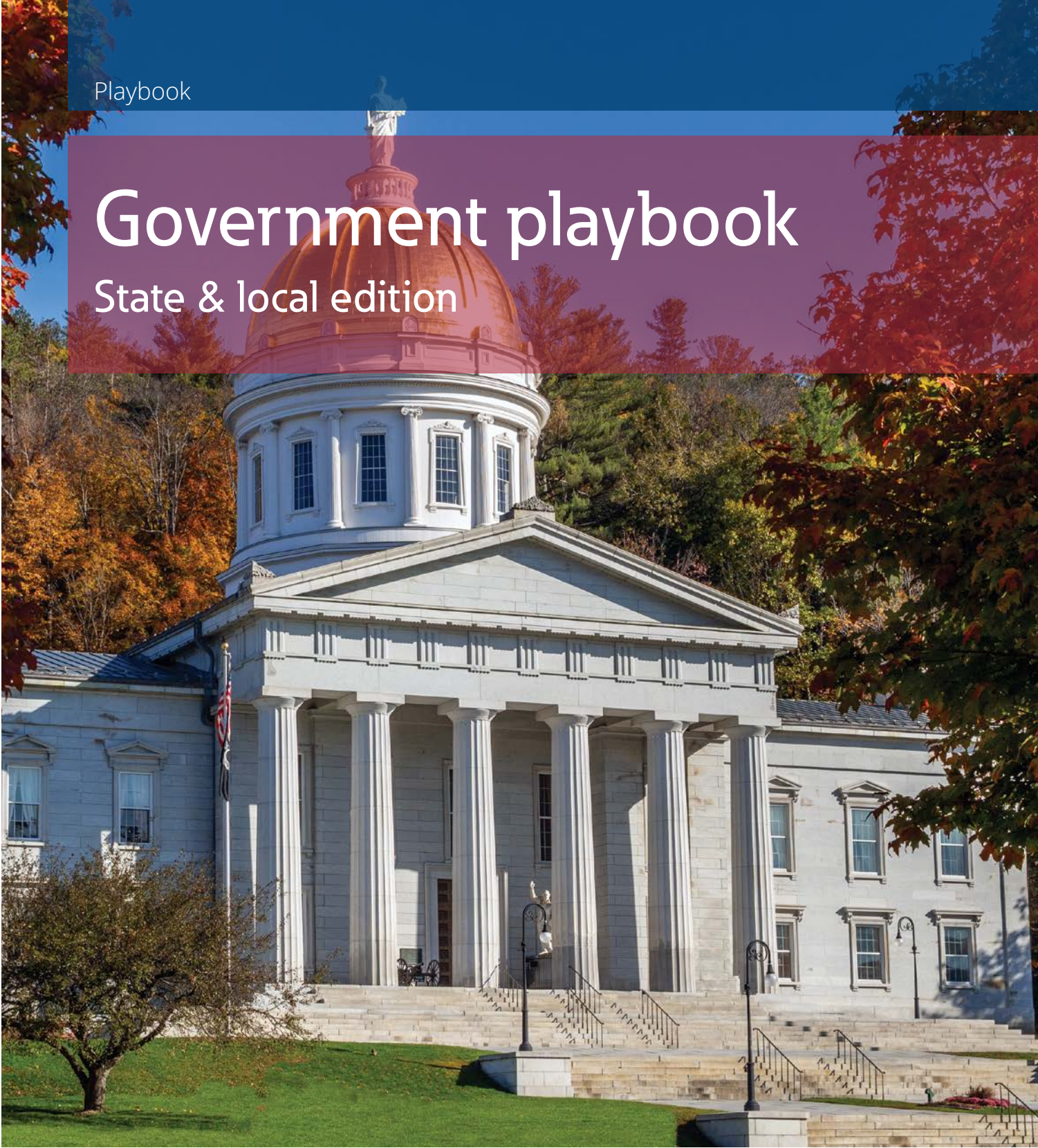


Playbook

Government playbook

State & local edition



Powering Business Worldwide

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Interested in learning more about how Eaton fits in the federal space?
Check out our Federal Government Playbook!

I: Initial ask

When engaging with government agencies, whether for infrastructure upgrades or emergency-preparedness planning, it is essential to understand the core priorities. These organizations often emphasize security, reliability and long-term growth. In these scenarios, your approach should focus on showcasing the secure and dependable nature of your physical products and technology solutions. Ensuring consistent uptime is critical, and keeping these clients informed about warranty details, service schedules and maintenance reminders also helps build trust, loyalty and long-term value.



Here are some questions to ask in order to learn more about the project and the decision-makers:

Background

- What spurred this ask?
- What are the project's overall goals?
- What issues does the client have with their current solution?
 - Are there any limitations with the current equipment that need to be addressed?
 - Are there any limitations to the facility itself?
- What does the client wish to gain from the new solution?
- Do you know what decision-maker/group you are talking to?
- What is the preferred solution pathway?
- Has a procurement method been identified?
 - Are there mandatory contract vehicles the agency prefers or must use?
- What evaluation criteria will be used?
- Who are the final approvers?
 - Is the funding already approved?

Project details

- What is the scope and objective of this project?
- Is this project part of a new initiative or an extension of an existing program?
- Is this project being implemented by a newly established agency or an existing one?
- Are there any specific public-facing services that the equipment should support to enhance citizen satisfaction?
- Will this equipment need to support multi-channel integration for public services?
- What security and compliance requirements must the equipment meet to protect citizen data and ensure secure transactions?
- What features or capabilities are most important when considering new hardware?
- What future challenges or hardware needs do you anticipate in the next few years?
- Are there any plans for expanding the agency's operations or services in the near future?

Facts

- What is the timeline?
An immediate concern may affect the products offered.
- What is the total budget allocated to this project?
- Are there any known constraints or limitations, such as space or infrastructure accessibility?
- Will the equipment be connected to networking or virtualization systems? What systems are available?
- What are the IT needs of the central office, and how do they vary from those of regional or local offices?
- Do remote locations require remote monitoring and management capabilities?

Custom solutions

We understand the specialized needs of today's evolving environments; off-the-shelf products are not always the answer. If you need custom solutions —UPS systems, PDUs, racks or cabling— Eaton can provide solutions tailored to your exact specifications.



Be sure to conduct your own foundational research, including reviewing the organization's historical background, future goals and available financial information before requesting meetings with decision-makers.

CONTRACT SPECIFICS

Government contracts in IT sales allow companies like Eaton to provide technology solutions—such as power systems and cybersecurity tools—to state and local agencies through pre-approved agreements. Grants may fund infrastructure projects wherein Eaton's IT products support energy resilience and modernization goals.

What to ask

- **Are you on a contract vehicle that you have used before?** This makes procurement faster and easier.
- **Are there compliance requirements** tied to the contract?
- **How will these solutions enhance services to communities?**
- **Is the agency using products in a healthcare or educational type of environment?**
- **Does the contract cover everything you need,** like hardware, software, services and warranties?
- **Do you have specific purchasing processes,** such as quotes or specific lead times?
- **Is the contract eligible for set-asides or incentives for women- or minority-owned small businesses (WOSB/MOSB)?**
This can impact procurement strategies and open opportunities for partnerships.
- **Is there funding available for your contract?**
- **What was the last contract held for this type of service?**

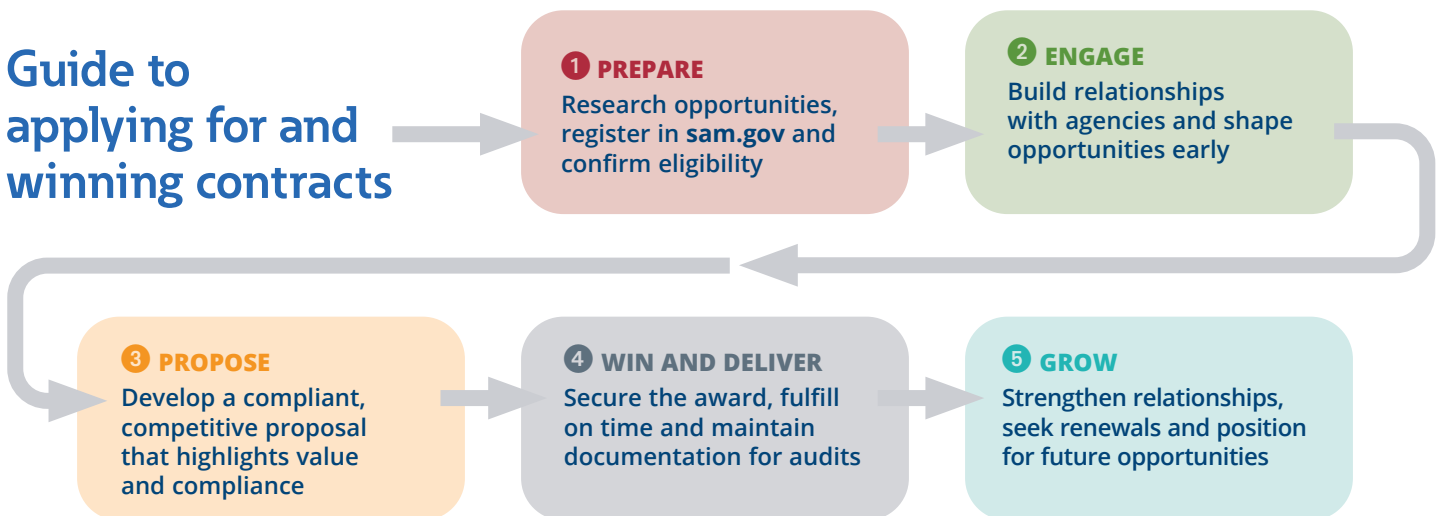
Key considerations

Navigating the government procurement process:

- **Register as a vendor:** Some agencies require vendors to be pre-approved or listed on procurement databases
- **Monitor government bids:** Look for requests for proposals (RFPs), requests for quotes (RFQs) and invitations to bid (ITBs) that match your offerings.
- **Engage in pre-RFP discussions:** Respond to requests for information (RFIs) to influence requirements before an official RFP is released.
- **What, if any, contract vehicle will you be using?**
- **Are there any partnering and sub-contractor requirements?**
- **Keep in mind end-user considerations, i.e., classifications of whom to purchase from and increasing positive outcomes in the community.**
- **What are your normal processes for purchasing?**
- **It is important to establish and adhere to timelines for procuring materials.**



Guide to applying for and winning contracts



II: Understand whom you are talking to

When speaking with IT and infrastructure professionals in the public sector, it is essential to recognize their focus on system reliability, scalability and integration. These teams are often tasked with modernizing legacy systems while ensuring seamless connectivity across departments. Tailoring your pitch to highlight solutions that improve uptime, simplify deployment and support long-term digital transformation will resonate strongly with their mission to deliver efficient and future-ready infrastructure.



INFORMATION TECHNOLOGY AND INFRASTRUCTURE

Influence purchasing decisions by identifying technical needs, specifying requirements and evaluating solutions.

STATE, COUNTY OR CITY CIO

Sets strategic IT priorities and often serves as the final decision-maker for large-scale infrastructure investments.

IT DIRECTOR

Translates organizational IT needs into specific project requirements and often writes or reviews specs for proposals (RFP, ITBs, etc.) and vendor evaluations.

NETWORK ADMINISTRATOR

Provides technical input on system compatibility and performance, advising teams on solution feasibility and deployment.

DATA CENTER MANAGER OR FACILITIES MANAGER

Influences purchase decisions for power, cooling and backup systems within data centers. Typically involved in vendor and technical evaluations.

Common goals:

- **Modernize disparate systems** across departments (city operations, public works, public safety, education)
- **Comply with state cybersecurity mandates**, local governance policies and public records requirements
- **Optimize spending** using cooperative purchasing and multi-year budgeting cycles
- **Maximize value** for existing investments and adopt solutions with transparent pricing models

Common pain points:

- Revenue fluctuations, grant-dependency, and annual appropriations cycles
- Navigating cooperative purchasing contracts and multi-agency approval workflows
- Integrating legacy systems across departments that operate independently (e.g., county sheriff, zoning, utilities)
- Public transparency requirements, Sunshine Laws and auditability

HOW TO INFLUENCE THE PURCHASING DECISION:

- **Identify technical needs:** Conduct thorough research to understand current pain points and future goals while emphasizing how solution implementation will help benefit the communities they serve
- **Specify requirements:** Translate business needs into clear technical specifications aligned with compliance and security standards
- **Evaluate solutions:** Present tailored, scalable and secure solutions that demonstrate ROI, ease of integration and long-term value

II: Understand whom you are talking to, continued

Procurement and compliance teams are driven by transparency, cost-effectiveness and adherence to regulatory standards. Their role is to ensure that every purchase aligns with budgetary guidelines and legal frameworks. When engaging with these professionals, it is important to emphasize how your offering meets compliance requirements, supports competitive pricing and simplifies the procurement process—all making their job easier while reducing risk.



PROCUREMENT AND COMPLIANCE

Guide the purchasing process, ensuring all acquisitions meet regulatory, legal and financial requirements.

STATE, COUNTY OR CITY CONTRACT SPECIALIST

Manages the full acquisition lifecycle from solicitation to contract award, ensuring adherence to regulations and vendor selection.

STATE/LOCAL COMPLIANCE OFFICER

Verifies the proposed solutions meet necessary compliance standards, a critical step in the purchasing process.

PROCUREMENT OFFICER

Responsible for purchasing execution and contract management.

PURCHASING MANAGER

Oversees vendor selection and procurement logistics, often coordinating with IT and legal teams to finalize contracts and secure funding.

Common goals:

- **Compliance** with state procurement statutes, local ordinances and open bidding requirements
- **Reduce delays** across city council approvals, county boards or state oversight committees
- **Use cooperative purchasing** agreements (NASPO, OMNIA, Sourcewell)
- **Vendor reliability**, public accountability and performance tracking
- **Promote vendor diversity**, sustainability, modernization and risk management

Common pain points:

- State procurement laws differ widely; limited staff resources
- Difficulty balancing urgency (public safety, utilities) with compliance requirements
- Pressure for transparency, risk of public scrutiny and political considerations
- Annual appropriations constraints, shifting priorities with elections
- Fragmented procurement across departments often means a lack of centralized standards, increasing delays and inconsistencies

HOW TO INFLUENCE THE PURCHASING DECISION:

- **Understand the procurement framework:** Align your offerings with contract vehicles and procurement methods commonly used by the agency
- **Demonstrate compliance readiness:** Highlight certifications, past performance and adherence to regulatory standards
- **Support the evaluation process:** Provide clear, compliant documentation and assist with technical validation
- **Build trust and transparency:** Offer pricing clarity, contract flexibility and a track record of successful government engagements

II: Understand whom you are talking to, continued

Facilities and operations professionals are responsible for maintaining safe, functional and efficient environments across public sector buildings and campuses. Their priorities often include energy efficiency, emergency preparedness and long-term maintenance planning. When pitching to this group, focus on how your solutions can enhance operational continuity, reduce downtime and support sustainability goals—all while staying within budget and minimizing disruption.



FACILITIES AND OPERATIONS

Influence infrastructure-related purchases focused on uptime, efficiency and sustainability.

FACILITIES MANAGER

Oversees government buildings and infrastructure, prioritizing energy efficiency and cost savings.

DIRECTOR OF MAINTENANCE

Leads maintenance operations, ensuring facilities, equipment and infrastructure are safe, reliable and compliant, while maintaining budget.

CHIEF OPERATING OFFICER (COO)

Oversees day-to-day organizational operations, aligning people, processes and resources with strategic objectives.

Common goals:

- **Maximize uptime and reliability** by investing in durable, high-performance systems with minimal maintenance needs
- **Improve energy efficiency** via renewable energy sources and green-building certifications
- **Enhance sustainability**, reduce environmental impact and align with government sustainability goals and climate action plans
- **Ensure compliance**, disaster preparedness, and safety by investing in systems that support health, safety and accessibility standards

Common pain points:

- Aging infrastructure in outdated facilities with frequent breakdowns and costly maintenance, risking mission downtime
- Building modernization challenges, including implementing IoT sensors, automation and real-time monitoring
- Energy inefficiency with high utility costs, often with limited visibility into energy usage and performance metrics
- Alignment with state energy mandates, municipal sustainability goals and utility rebate programs
- Must meet city climate action plans, state-level green building codes
- Follow local building codes, state OSHA equivalents, ADA compliance

HOW TO INFLUENCE THE PURCHASING DECISION:

- **Understand facility priorities:** Tailor solutions to address uptime, energy savings, sustainability goals and lifecycle cost savings
- **Support compliance and reporting:** Offer tools and documentation that simplify regulatory adherence
- **Enable smart infrastructure:** Highlight technologies that support automation, remote monitoring and predictive maintenance
- **Build for the long term:** Emphasize durability, scalability and alignment with future infrastructure plans

II: Understand who you are talking to, continued

Cybersecurity professionals in the public sector are laser-focused on protecting sensitive data, ensuring compliance with evolving regulations and mitigating threats across digital ecosystems.

These teams value proactive, layered security strategies and tools that integrate seamlessly with existing systems. Tailor your message to highlight how your solutions strengthen defense, support incident response and align with government security standards, helping them stay ahead of emerging risks.



CYBERSECURITY

Ensure that any purchased solution meets stringent security, risk and compliance standards.

STATE, COUNTY OR CITY CISO (SECURITY OFFICER)

Reviews and approves solutions from a cybersecurity perspective, especially when the product touches sensitive data or network infrastructure.

RISK AND COMPLIANCE OFFICER

Identifies and mitigates security and regulatory risks in procurement decisions, ensuring selected vendors and products align with agency policies.

Common goals:

- **Meet state data privacy laws**, public records retention rules, CJIS for law enforcement, education data standards
- **Protect citizen data**, utility systems, public safety networks, school district data
- **Ensure vendors** meet state/local security expectations and incident reporting requirements

Common pain points:

- Ransomware targeting schools, utilities, public safety, election systems
- Small IT teams, limited cybersecurity staff across local agencies
- Insufficient vendor disclosures for security documentation and incident response
- Challenging legacy systems including outdated operating systems or unsupported hardware

HOW TO INFLUENCE THE PURCHASING DECISION:

- **Highlight security architecture:** Clearly explain how Eaton solutions protect data, users and infrastructure
- **Support risk assessment:** Offer transparency into security practices, breach history and mitigation strategies
- **Enable ongoing monitoring:** Include tools for continuous security oversight
- **Build trust through transparency:** Be proactive in addressing concerns and providing detailed technical responses

III: Contracts and grants

When working with public sector clients, it is important to understand the role that government grants can play in funding infrastructure, technology and sustainability initiatives. However, navigating the grant landscape can be complex and time-sensitive. That is why it is important to emphasize the value of strategic partnerships—ones that help clients identify relevant opportunities, align their initiatives with grant criteria and ultimately secure funding that supports long-term impact.



CONTRACTS

After identifying a need, a government agency develops an acquisition strategy, including selecting the appropriate contract type.

Contract categories:

FIXED-PRICE: Set, firm price; adjustable for ceiling or target price. Used when risk is low and agreement on price is possible.

COST-REIMBURSEMENT: Contractor is paid for allowed expenses plus profit; known as cost-plus contracts.

TIME AND MATERIALS: Highest risk to the government, lowest to the contractor. Based on direct labor hours and material costs.

BLANKET PURCHASE AGREEMENT (BPA): An agreement that allows for the purchase of goods or services on an as-needed basis over a specified period, without the need for individual purchase orders for each transaction. In essence, a BPA is often considered a type of contract, but it is specifically designed for repeated purchases, while a contract can cover a broader range of agreements and obligations.

INDEFINITE DELIVERY / INDEFINITE QUANTITY:

One of the most prevalent contract types being used by the state and local government. These contracts can be used on both a fixed-price and cost-reimbursement basis. When the state and local government buys a product or service, it sometimes needs flexibility in quantities. These contracts provide this flexibility, often offering multiple awards, allowing the government to select several vendors who then bid against each other for individual tasks.

III: Contracts and grants, continued

LEVERAGING AND APPLYING FOR GRANTS

Eaton can help you shape the technical scope of the project with compliant solutions that possess government-ready certifications (e.g., Energy Star, UL compliance) and provide customer information, including letters of support or budget estimates.

Our sales reps can:

- Provide grant-ready sales collateral, including [case studies](#) showing successful projects using Eaton solutions
- Outline to grant-eligible use cases for Eaton power solutions
- Provide pre-written justification text that can be inserted into proposals or grant applications

Where to find grants:

Catalog of State and Local Domestic Assistance (CFDA)

A database of state and local programs for state and local governments, non-profits and other entities

State-wide government sites

ERP systems for managing state government financial operations, ensuring data integrity and collaboration

Local government websites

County, city and local agency sites list grants and funding opportunities

Contact local officials

Inquire with county commissioners, city council members and local representatives about grants and funding programs

Research-specific grant programs

Homeland security, education, arts, sciences and educational institutions; various state and local agencies administer more than 1,000 grant programs annually



III: Contracts and grants, continued

LEVERAGING AND APPLYING FOR GRANTS

Before applying, have you considered:

Business goals

Does the grant or contract align with your mission, services or products?
Will pursuing the grant or contract help you scale, gain credibility or break into new markets?

Eligibility requirements

Eaton can help you identify the following:

Are you in the right industry, size category (e.g., small business) or ownership type (e.g., women-owned, minority-owned)?

Do you have the required certifications (e.g., SAM registration, DUNS Number, NAICS code)?

- **System for Award Management (SAM) registration**

A required government registration for businesses seeking state and local contracts or grants. It is free, done at sam.gov, and gives you a Unique Entity ID (UEI).

- **D-U-N-S® Number**

A 9-digit business ID from Dun & Bradstreet. May still be required by some private organizations.

- **North American Industry Classification System (NAICS) code**

A 6-digit code that identifies your business's industry type (e.g., marketing, training). Required during SAM registration and used to determine eligibility for contracts and grants.

Administrative capacity

Grants: Can you handle compliance, reporting and audits?

Contracts: Can you deliver on time, within budget and to specification?

Scope and scale of work

Is the scope manageable with your current team and resources?

Proposal requirements

Can you prepare a competitive, well-written proposal within the deadline?

What happens if you fail to meet the terms?

Grants: Repayment, disqualification from future funding or audits

Contracts: Legal action, penalties and/or damage to your reputation

Long-term impact

Will this lead to repeat business, new partnerships or increased visibility?

Does it enhance your business's credibility or portfolio?



Eaton's role

Eaton will support the construction of an operations facility with equipment for data management, archiving and executing analytics.

Eaton will also support the integration of extensive electrical distribution, control, communication, metering and monitoring equipment for current and future agency resources.

Eaton is fully capable of operating through channel partners for contracts.

Eaton's value proposition: We aim to collaborate with partners who already possess these contracts.

Eaton can provide partners with a letter of supply and a letter of authorization to assist them in securing contracts, although we cannot guarantee contract acquisition.

Partners may request a letter to include Eaton in their existing contracts.

Eaton will never hold a cooperative contract directly. However, we can hold contracts if they are structured in a way that legally permits us to do so.

Some partners allow manufacturers to hold the contract and list several authorized resellers, which is a preferred arrangement we can offer to our partners.

IV: Answer the question

“How can Eaton solve my problems?”

PRODUCTS>>>>

ENVIRONMENTS

Office.....	13
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Dispatch center	15
Security	16
Healthcare services.....	17
Air traffic control center	18
Library	19

Selling solutions into government applications like state and local facilities and public service agencies is about more than just meeting operational requirements.

Compliance, reliability and cost-efficiency play a critical role in decision-making, and finding solutions that address all three is Eaton’s specialty.

Let’s explore common government environments, the Eaton solutions that support their success and the strategies to make these investments impactful and sustainable.

IV: Answer the question, continued

The front office is the hub of a government facility—a place where staff and citizens access information and where much of the behind-the-scenes work that keeps operations running smoothly takes place. With so many responsibilities converging in one space, it is essential to ensure that IT needs remain a priority.



Surge protection

Help protect sensitive electronics by utilizing point-of-use surge protection on office equipment. Our multi-outlet surge protectors provide defense from voltage spikes, line noise and surges that can damage computers, monitors, phones, printers and copiers.



Docking stations

Docking stations improve work efficiency by increasing screen real estate and connecting additional devices to monitors and laptops. Available with USB-A or USB-C, docking stations support up to three monitors.



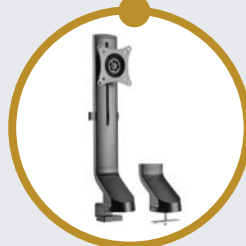
Cables and cords

Charging cables, power cords and Pro AV cables hold offices together. Finding the right cable—the right length and connectors—simplifies charging and connecting devices.



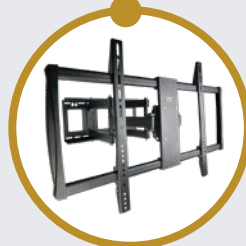
Tower UPSs

For equipment that needs to stay on, even during power outages, a line-interactive tower UPS provides enough battery backup to outlast most outages. The tower format makes them easy to deploy on or under a desk.



Monitor mounts

Adjustable-height monitor mounts—available as desktop mounts or clamp-on mounts—make it more comfortable to work long hours and prevent work-related back and neck strains.



Digital signage mounts

Wall-mount monitor mounts—available with tilt, rotate and swivel motion—can hold displays up to 100 inches and enable digital signage support wherever it is needed.

IV: Answer the question, continued

Tucked away in utility closets or back rooms, IT equipment often shares space with cleaning supplies and storage space in government facilities. While selling network infrastructure solutions may be second nature, designing systems that align with the unique funding mechanisms available to public sector agencies—and that accommodate the practical realities of government environments—requires deeper insight and specialized expertise.

Network cards

With multiple government-issued buildings to manage, the ability to remotely monitor UPSs via a network card is vital. Network cards enable remote management and monitoring for all connected equipment without requiring site visits, giving higher-level users real-time access to what is happening in the rack.

Cooling

Closets are doing double duty, as network closets and storage rooms almost always have airflow issues. A mobile spot-cooling unit—such as the SRCOOL12KE—is recommended to protect IT equipment from damaging heat without the need for a visit from an HVAC contractor.

Rackmount UPSs

Rackmount UPSs are a mainstay in network closets, with options for lead-acid or lithium-ion batteries.

ATS rack PDUs

A rackmount ATS provides additional redundancy and seamless switching between the UPSs in a rack when utility power fluctuates.

Copper network cables

Speed up your network installation with pre-terminated cabling. Multiple options for color and length can help keep your installation organized as your network continues to grow.

Locking enclosures

In shared environments, like network closets in shared spaces, a locking enclosure is recommended to prevent tampering—whether accidental or not.

Environmental monitoring probes

Environmental monitoring probes further protect IT equipment by monitoring heat, humidity and moisture. By connecting to two accessories per probe, you can also monitor for smoke, door openings and other environmental changes.

TANlocks by Eaton

TANlocks provide an additional level of security above the standard SmartRack lock with the option to utilize coded locks, fingerprint locks and RFID-enabled locks.

Brightlayer Distributed IT software

In applications with a central IT staff, remote monitoring software is not just “nice to have”—it’s a requirement. Brightlayer software provides control and visibility from a single pane of glass, regardless of how many locations are being managed.

KVM switches

KVM switches provide staff with an easy way to monitor and manage their rackmount servers and computers. Optional rackmount LCD consoles offer a convenient way to access KVMs locally while IP access allows secure management of connected devices from another location.

Rackmount PDUs

A basic PDU is an economical choice for smaller environments, such as utility stations, that depend on power continuity and can take advantage of remote performance monitoring and automatic rebooting features, minimizing the need for on-site support.



Environments: Dispatch center

IV: Answer the question, continued

In a 911 dispatch center, every second counts—and so does the technology behind the scenes. IT infrastructure in these environments must be robust, reliable and seamlessly integrated to support real-time communication and emergency response coordination. While deploying hardware and software solutions may be familiar territory, designing systems that meet the unique operational demands of public safety requires a deeper understanding of the mission-critical nature of these facilities.

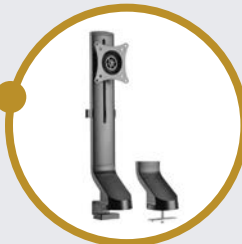
Three-phase UPSs

Three-phase UPSs distribute power more evenly across multiple circuits, reducing the risk of overload, especially in facilities with a large amount of power-demanding equipment and devices.



Monitor mounts

Adjustable-height monitor mounts—available as desktop mounts or clamp-on mounts, with options for multiple monitors—make it more comfortable to work long hours and prevent work-related back and neck strains.



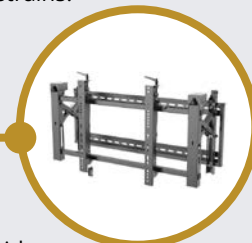
Brightlayer Remote Management Service

For a hands-off management experience, Brightlayer Remote Management Service is an ideal choice. It monitors your UPSs and connected devices for you, utilizing real-time information and historic analytics to determine when to schedule a preventive maintenance visit, when to immediately dispatch a technician and more.



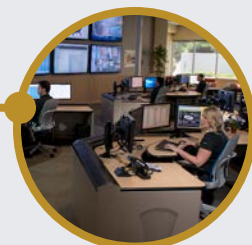
Display mounts

Dispatch centers with large digital displays require secure mounting solutions. Wall, ceiling and mobile mounts with tilt and swivel options ensure optimal visibility and flexibility for operational needs.



Profile command console furniture

Profile command console furniture offers optimal flexibility and state-of-the-art technology integration for applications requiring 24/7/365 monitoring. Profile command console integrates people and technology with advanced solutions for equipment storage and cable management, while maintaining the highest ergonomic standards, ensuring the most comfortable operating experience for the user.



NIAP KVM switches

National Information Assurance Partnership (NIAP) KVM switches are designed for desktop use in network environments that demand data security. These KVM switches allow users to access multiple computers with different security levels from a single console (keyboard, mouse and monitor), protecting data from accidental or unauthorized transfer when switching between systems.



Pro AV solutions

Eaton Pro AV solutions support the high-resolution display needs of dispatch centers. These systems can extend, split and adapt AV signals, enabling seamless connectivity across multiple displays—up to 2,000 feet away—ensuring critical information is visible throughout the facility.



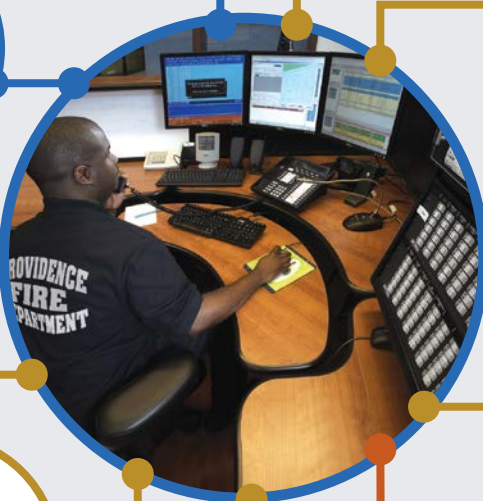
Cables and cords

Charging cables, power cords and Pro AV cables hold offices together. Cables are available in a vast array of lengths and connectors in order to simplify the task of charging and connecting devices.



Surge protection

911 dispatch centers depend on electronic systems, making surge protection essential. Power strips and plug-in surge protectors help safeguard critical equipment like consoles, computers and communication devices from electrical spikes.



IV: Answer the question, continued

The security offices within a government building act as the central point for ensuring safety, safeguarding invaluable assets and securing high-priority data for the public. With advanced surveillance systems, access controls, communication tools and more, this space depends heavily on data security, uninterrupted power and the seamless integration of products.

Network cards

With multiple government-issued buildings to manage, the ability to remotely monitor UPSs via a network card is vital. Network cards enable remote management and monitoring for all connected equipment without requiring site visits, giving higher-level users real-time access to what is happening in the rack.

DVR lockbox enclosures

Provide cooling, storage and safekeeping for security DVRs in one simple solution. The locking front door wraps around the sides and the removable top panel to prevent tampering. A ventilated side panel and preinstalled cooling fan with an air filter keeps the DVR cool and dust-free.

Ethernet switches

Ethernet switches help manage your network traffic and access to ensure data is flowing efficiently throughout your facility. Leverage Power over Ethernet (PoE) switches to conveniently power, monitor and manage PoE devices like security cameras, access control readers, sensors and more without the need to install additional power adapters.

Three-phase UPSs

Three-phase UPSs distribute power more evenly across multiple circuits, reducing the risk of overload, especially in facilities with a large amount of power-demanding equipment and devices.

HDMI splitters

Ideal for digital signage and surveillance, this solution allows connection from multiple HDMI audio/video sources to a single HDMI television, projector or monitor, displaying all video feeds simultaneously.

Display mounts

Mount flat-screen displays and tablets up to 100 inches on a wall with options to swivel, tilt and rotate for optimal viewing flexibility, making communication monitoring, data tracking and surveillance easy and efficient.

Wall-mount racks

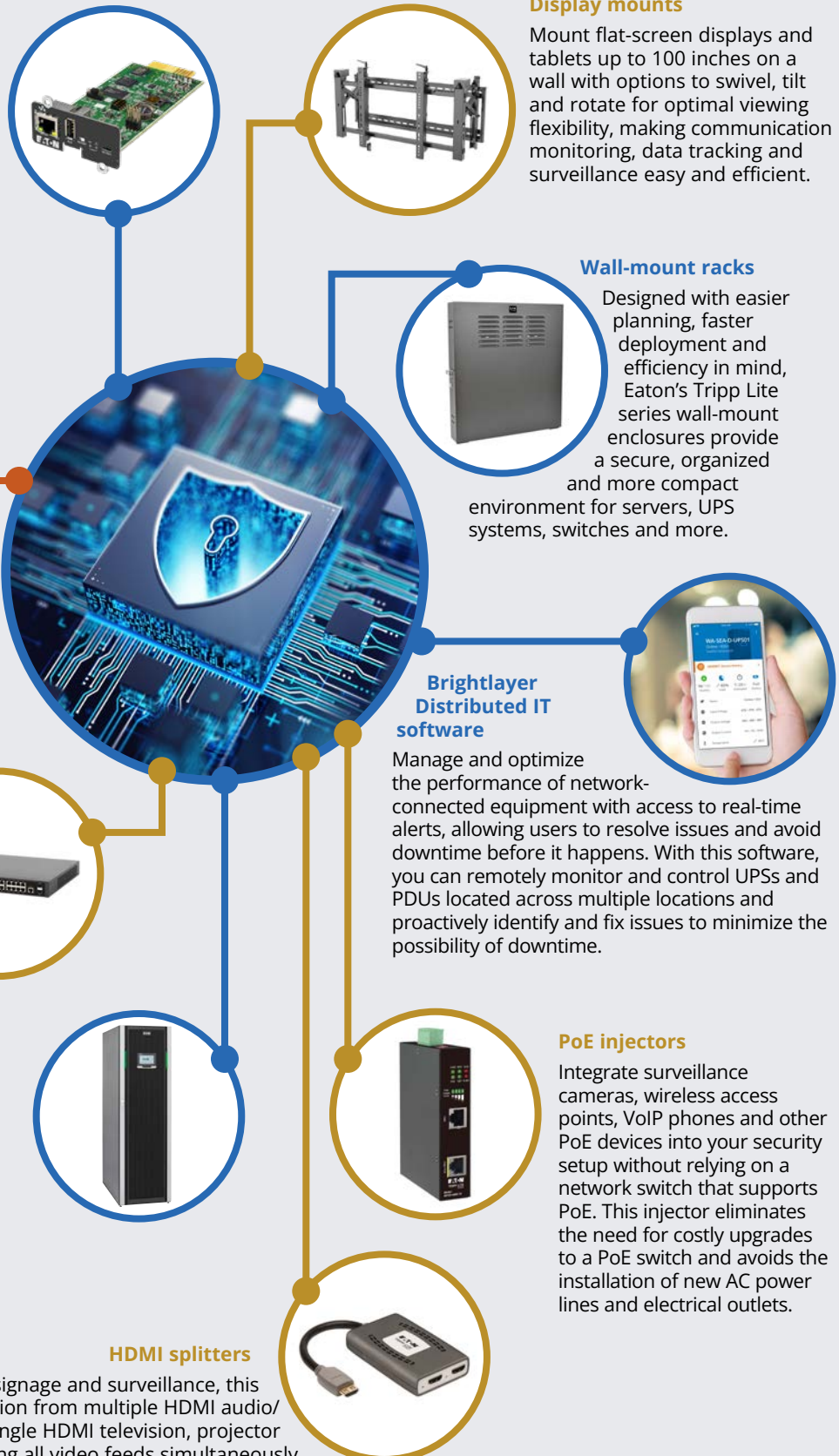
Designed with easier planning, faster deployment and efficiency in mind, Eaton's Tripp Lite series wall-mount enclosures provide a secure, organized and more compact environment for servers, UPS systems, switches and more.

Brightlayer Distributed IT software

Manage and optimize the performance of network-connected equipment with access to real-time alerts, allowing users to resolve issues and avoid downtime before it happens. With this software, you can remotely monitor and control UPSs and PDUs located across multiple locations and proactively identify and fix issues to minimize the possibility of downtime.

PoE injectors

Integrate surveillance cameras, wireless access points, VoIP phones and other PoE devices into your security setup without relying on a network switch that supports PoE. This injector eliminates the need for costly upgrades to a PoE switch and avoids the installation of new AC power lines and electrical outlets.



IV: Answer the question, continued

A healthcare facility relies on uninterrupted, stable power to keep critical systems running safely and securely. Power- and data-protection equipment guard these systems against outages, surges and spikes that can damage equipment or disrupt patient care. From in-office treatment to telehealth, high-functioning equipment and reliable power safeguards ensure that the facility remains powered and patient-focused.



Webcams

While webcams are built into laptops, most desktop monitors still lack integrated cameras. Adding a webcam to a monitor melds the convenience and efficiency of a large monitor with the personal touch of seeing your medical provider's face on the screen during remote check-ins.



Wireless access point enclosures

Secure, reliable Wi-Fi connectivity is paramount in assisted-living facilities. WAP enclosures protect these units, shielding them from damage, dust and tampering. Proper placement of WAP enclosures ensures optimal Wi-Fi connection throughout the facility, making sure that residents, staff and visitors stay connected.



Surge protection

In telemedicine, protecting your electronic equipment is akin to a surgeon protecting their hands. All sensitive equipment must be connected to a medical-grade UPS or Isobar in order to safeguard against power anomalies that can result in loss. Select medical-grade surge protectors detect and divert excess voltage away from connected devices and ensure proper UL compliance and patient safety.



Dual monitor mounts

Two concurrently functioning monitors enable healthcare staff to interact with patients on one screen while viewing data, taking notes and performing clinical interactions on the other.



Desktop standby UPSs

To protect just the equipment that a physician has on their desk—monitors, docking stations, phones, etc.—a compact desktop standby UPS provides the right amount of protection and runtime to keep equipment running through short outages.



Home network UPSs

This small UPS, which is designed specifically to provide battery backup to a Wi-Fi router, is ideal for physicians performing telemedicine from remote environments when a router is not located on or near their desk. This ensures the Wi-Fi stays online through most outages, enabling them to continue seeing patients.



Rackmount UPSs

For larger practices—where many physicians are practicing out of a single office—connecting Wi-Fi routers to an existing UPS, such as one found in a wall-mount rack or network closet, provides reliable protection and runtime to this business-critical equipment.



Medical-grade UPS

Medical-grade UPSs provide a continuous flow of power to critical systems, including access to sensitive patient data that must be accessible at triage. Medical-grade units include a built-in isolation transformer to provide full isolation for patient safety.

Environments: Air traffic control center

IV: Answer the question, continued

In air traffic control centers, every moment matters. IT systems must be resilient and deeply integrated to support continuous communication, radar tracking and instantaneous decision-making. Designing infrastructure for these mission-critical environments demands more than technical know-how—it requires a deep understanding of aviation safety and operational precision.

Connectivity

For more complex applications that require higher-speed data transmission, consider Eaton for your copper and fiber optic cable needs. With durable coatings and further distance accessibility, these cables are great options for environments that depend on consistent connection.



Monitor mounts

Sleek and solidly constructed mounts enable single and multiple monitor options for desk, wall, pole or slatwall mounting applications.



Height-adjustable workstations

Trust Eaton for durable and reliable workstations that adjust to various heights for both seated and standing positions.



Three-phase UPSs

Three-phase UPSs distribute power more evenly across multiple circuits, reducing the risk of overload, especially in facilities with a large amount of power-demanding equipment and devices.



Profile command console furniture

In mission-critical operations, breaks are not always possible. Custom workstations include versatility, flexibility and ergonomic design for technology-intensive operations that require 24/7 monitoring. Ideal for public safety answering points (PSAPs), emergency operation centers (EOCs), process control, transportation management centers, network operation centers (NOCs), medical imaging and much more.



Pro AV solutions

Investing in high-quality Pro AV products and implementing effective system management practices is crucial for state and local and state businesses to reduce downtime and ensure reliable audio-visual during time-sensitive and mission-critical tasks. Whether in need of video adapters, converters, extenders or other equipment, Eaton's vast offering of visual solutions has all your needs covered.



Power cords

Eaton's catalog of power cords and power cord accessories is extensive, designed for varied needs ranging from basic power connectivity to specialized applications in critical environments. From basic cords to extension and adapter cords, Eaton makes sure that you are not only connected, but also safely and efficiently powered at all times.



Surge protection

Deploying a surge protector between the cart and the wall outlet—or between a monitor and a wall outlet—is a cost-effective way to add an additional layer of protection to highly valuable equipment.

Environments: Library

Libraries are no longer about hardback books and card catalogs. From circulation services to computers, assistive learning devices, audio and video equipment and beyond, libraries are chock full of sensitive, expensive equipment that students and faculty depend on to learn.

Mobile charging carts

The school's electronic learning tools—iPads, laptops and tablets—represent a significant investment in technology and education, so making sure they are securely stored while charging is vital. With options for up to 48 devices, mobile charging carts ensure tools are ready whenever and wherever they are needed. Carts with UV disinfection capabilities are also available, which help reduce the spread of germs and keep more students and teachers at school.



Stationary charging stations

For libraries with a dedicated set of mobile devices, stationary charging cabinets—some with UV disinfection—and desktop charging stations are available.



Cables and cords

With charging stations come the need for charging cables and power cords. Purchasing cords in lengths to fit the specific environment reduces cable clutter and helps ensure cords don't wind up missing.



Connect and extend

Connect high-resolution sources to one or multiple displays within the library or across other facilities up to 2,000 ft. away with solutions that connect, extend, split, convert or adapt AV messages.



Digital signage mounts

With digital signage comes a need to mount displays. Wallmount, ceiling mount and mobile display mounts with tilt and swivel movements are available to fit the needs of your cafeteria.

Surge protection

Guard sensitive electronics against power surges, spikes and line noise, and provide extra outlets to students bringing their own devices to the library. Multiple form factors include strips and cubes, plus models with USB charging ports for smartphones and tablets.



Locking enclosures

Protect wireless access points against theft, damage, tampering and ultimately loss of network connection. Locking wall/ceiling mount enclosures with rugged ABS plastic housings protect routers/modems while allowing Wi-Fi signal to transmit in all directions.

Protection containers

For critical equipment that needs to stay online through minor power outages, a rackmount UPS installed in a compact wallmount enclosure provides the necessary battery backup without taking up valuable office space.



Adjustable workstations

Adjustable sit-stand workstations improve workspace ergonomics without modifying the entire work surface, meaning all students and faculty can customize desk height for viewing and comfort.



Adjustable height mobile carts

Smooth-rolling, adjustable-height mobile carts add freedom and convenience to sharing digital content with students in any location. Rolling stands make it easy to move monitors up to 100", as well as connect peripherals without disconnecting and reconnecting.

V: Engage your Eaton resources

The success of your business is our business. That is why Eaton has a full deck of resources—vertical experts, design and application engineers, and service sales specialists—to help serve and support you and your customers every step of the way.

Your team at Eaton is ready to help take all the critical information you have gathered and turn it into the strongest solution possible for your customer. By involving Eaton's knowledgeable team, you will receive support through the entire project, providing a seamless process for your customer.



What can your Eaton representative do for you?

Your Eaton partner is your lifeline. By engaging them early in the process, they can help move the opportunity along. Here's how:

- Recommending products to fit the needs of the customer and finding additional products to include that you may not have thought of
- Pulling in additional resources, like vertical managers, application engineers and service sales teams
- Arranging site visits and making sure you and the application engineer are fully prepared
- Putting together quotes and reworks

Log in to the [PowerAdvantage Portal](#) and view My Account to find your designated Eaton rep—whether that is your territory channel manager (TCM), partner development specialist (PDS) or regional sales manager (RSM).

Whom can your Eaton partner connect you with?

INSIDE SALES TEAM

- These are your go-to technical resources. They can answer all product questions and help assemble solutions
- You can engage them through your PDS or directly
- To contact the inside sales team, email CPDISalesEngineering@eaton.com

SERVICE SALES

- All products need to be maintained, and service contracts are a good source of recurring revenue
- Some purchases, such as three-phase UPS battery replacements, require an existing service contract

VI: The Eaton value proposition

Eaton's expansive product portfolio can transform government buildings into compliant, resilient, future-ready public sector facilities. From dependable UPS systems to cutting-edge power management technologies, Eaton ensures these environments remain connected and secure for both staff and the public. Beyond leading the industry with innovative solutions, Eaton is deeply committed to building lasting relationships and delivering services that extend beyond the point of purchase.

Eaton value propositions

- **Cost savings and efficiency:** Demonstrate how Eaton products reduce operational costs and improve energy efficiency
- **Reliability and resilience:** Highlight how Eaton's solutions provide uninterrupted power, prevent outages and enhance grid stability
- **Sustainability and compliance:** If applicable, emphasize Eaton's adherence to green energy policies, carbon reduction and regulatory standards (e.g., LEED, Energy Star)
- **Security and innovation:** Showcase Eaton's advanced features like cybersecurity protections for energy management systems or integration with smart grids



When customers ask why they should choose Eaton or what Eaton can do for them, the answer is that we save them time, save them money and reduce their risk.



SAVE TIME

- Eaton's comprehensive range of solutions and services tailored to the needs of the government sector allows for complete solutions, instead of ad hoc systems
- Eaton has a dedicated team of sales engineers that can build and spec solutions for you, saving valuable time, while ensuring you get the solution that meets your needs
- UPSs with lithium-ion batteries have a longer lifespan than lead-acid batteries, lasting 8-10 years before a refresh would be required
- Adding physical security to products prevents accidental disconnects, which saves time on additional site visits



SAVE MONEY

- Assistance is available from funding experts to identify eligible products and build solutions around them
- Our expert review teams ensure that you are purchasing only what you need, on the timeline you need it
- Brightlayer remote monitoring and management software reduces site visits and road time, making IT pros more efficient
- Protect your investment in mobile devices and laptops by using mobile charging carts, which improve asset management practices



REDUCE RISK

- Establishing meaningful alerts with Brightlayer remote monitoring and management software prevents disruptions
- Physical security and cybersecurity products combine to protect your network from ransomware attacks
- Preventive maintenance contracts ensure issues get identified and addressed before an outage
- Eaton's full portfolio of UPSs in a wide range of power ratings and form factors reduce the risk of downtime to all equipment

VII: Acronym glossary

Commonly used government acronyms, their meanings and the department in which they are most commonly referenced.

State and local acronyms

PROCUREMENT & CONTRACTING

CMAR / CM@R	Construction Manager at Risk
DB / D-B	Design-Build
DBB / D-B-B	Design-Bid-Build
DBOM / D-B-O-M	Design-Build-Operate-Maintain
DBFOM / D-B-F-O-M	Design-Build-Finance-Operate-Maintain
CCN	Contemplated Change Notice
CO	Change Order
CN	Competitive Negotiations
DQ	Disqualification
PTAC	Procurement Technical Assistance Center

ADMINISTRATIVE & FINANCIAL

CPO	Chief Procurement Officer
IG	Inspector General
DPS	Division of Procurement Services
COLA	Cost of Living Adjustment
FY	Fiscal Year
COI	Certificate of Insurance
EIN / FEIN	Employer Identification Number / Federal EIN

TECHNOLOGY & LICENSING

ERP	Enterprise Resource Planning
EULA	End User License Agreement
IaaS	Infrastructure as a Service

COMPLIANCE, REPORTING & CLASSIFICATION

CPPB	Certified Professional Public Buyer
CPPO	Certified Public Procurement Officer
CPCM	Certified Professional Contract Manager
LEED	Leadership in Energy and Environmental Design
EO	Executive Order

GENERAL

ARO	After Receipt of Order
BATNA	Best Alternative to a Negotiated Agreement
FOIA	Freedom of Information Act
LCC	Life Cycle Costing
GP	Green Purchasing

Get to know Eaton's digital resources

Government agencies are complex organizations, but engaging with them can be simple. Leveraging Eaton's digital resources can streamline the process of partnering with and supporting public sector professionals and decision-makers.

Eaton.com/GovernmentHub

The central hub for all things government, including success stories, a digital brochure of Eaton's solutions, an overview of TAA-compliant solutions and interactive environments.

Explore success stories

Showcasing how Eaton's solutions have worked to solve problems at other businesses can be a powerful tool. Explore our library of success stories that can be filtered by product or topic.

Product catalog

This compact document offers a high-level overview of all the products in our portfolio. Available as a digital catalog or a printed version from literature fulfillment.

MyEaton

Logging into MyEaton provides access to confidential business documents and tools, including an editable government presentation, pricing and product comparison documents. If you currently do not have access, you can fill out the access request form.

PowerAdvantage Portal

Find information for partners, including programs, trainings, deal registration and a list of relevant contacts.

Tool box

There are many tools on [Eaton.com](https://www.eaton.com) to help you select the right products.

[UPS selector](#)

[Rack finder](#)

[Competitive cross-reference tool](#)

[Cable finder](#)

[UPS battery finder](#)

[Fiber cable finder](#)

Interested in learning more about how Eaton fits in the federal space? Check out our Federal Government Playbook!

For more information, visit
[Eaton.com/GovernmentHub](https://www.eaton.com/GovernmentHub)

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