Overview:
This playbook was prepared to provide the user information they may find useful in navigating some of the unique aspects of the government markets. Armstrong has several unique tools that you should be aware of that may give you an advantage when working with your government accounts.

However each facility also has its own unique processes and procedures. Please reach out to the following contact for additional input and support on your specific opportunity.

Sarah Flanagan  
Director of Government Markets - Armstrong International, Inc. 
sflanagan@armstronginternational.com  
Office: 269-279-3405  
Cell: 574-524-0104
Federal Procurement Thresholds:

<table>
<thead>
<tr>
<th>Threshold</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Micro Purchase: $0-$10,000</td>
<td>These are sales with the lowest level of government oversight and usually occur via Credit Card. <strong>This means there is no bidding and they can buy directly from you.</strong></td>
</tr>
<tr>
<td>Simplified Acquisition: $10,000-$250,000</td>
<td>Typically ‘set aside’ for SMALL BUSINESS, which means only small businesses can bid. As long as 2 or more small businesses bid. <strong>If 2 small businesses do not bid, the bid can become unrestricted so larger businesses can then bid as well.</strong></td>
</tr>
<tr>
<td>$25,000+ Purchase:</td>
<td>Any purchase $25,000+ is typically posted in the Federal Procurement Website: <a href="http://www.fbo.gov">www.fbo.gov</a> as public informations.</td>
</tr>
<tr>
<td>$250,000+ Purchase:</td>
<td>Any purchase $250,000 and above is usually unrestricted by set aside requirements.</td>
</tr>
</tbody>
</table>

Small Businesses

- Is your company considered a Small Business? This is determined by the NAICS (North American Industrial Classification Code) that is used by the government to classify the purchase. Armstrong can find out for you.
- Need to find a Small Business or specific type of small business in your area to partner on or bid on a federal opportunity? Armstrong can get you a list from the Small Business Administration!
- Need to find out if the Small Business has done work directly with the government before **so you know if they do good work or have already had federal experience**? There are search tools like [fedspending.org](http://fedspending.org) and contractor performance trackers including FAPIIS. Again, Armstrong can help you find this information.

| How much business are Federal Agencies supposed to do with small business? |
|-----------------------------|--------------------------------------------------------------------------|
| 23%                         | For small business.                                                      |
| 5%                          | For small disadvantaged business (A **Small Disadvantaged Business** (SDB) is a **small business** that is at least 51 percent owned by one or more individuals who are both socially and economically **disadvantaged**). |
| 5%                          | For woman-owned small business.                                          |
| 3%                          | For HUBZone small business ([Historically Underutilized Business Zone, determined by census surveys](https://www.fbo.gov/fedreg/nov08/hubzone.htm)). |
| 3%                          | For veteran-owned small business.                                       |
| 3%                          | For service-disabled veteran-owned small business.                      |
Hot Water and VA – Veterans Administration

There are over 125 Department of Veterans Affairs (VA) Medical Hospitals in the US. These facilities represent a tremendous opportunity for Armstrong and our sales representatives as the VA has issued a policy directive with regards to Legionella and Legionnaires’ disease that aligns well with product solutions offered by Armstrong.

Veterans Administration Steam Water Heater Specifications:

Section 22 35 00 Domestic Water Heat Exchangers

VA Plumbing Design Manual

What is Legionella and Legionnaire’s Disease

Legionella is a type of bacteria that can cause a severe, often lethal form of pneumonia known as Legionnaires’ disease in persons at risk. Within the last decade, Legionnaires’ disease has been reported throughout the world. Outbreaks have been linked to buildings with large or complex water systems that are improperly maintained. The potable water systems of hospitals, nursing homes, and other large or long-term care facilities are major sources of Legionella. It is most often found in hot water tanks and heaters, large plumbing systems, faucets and showers, hot tubs, whirlpool spas, decorative fountains and water features, and cooling towers (air conditioning units).

ARMSTRONG UNIVERSITY

Knowledge Not Shared is Energy Wasted.*

To learn more about Legionella and the Armstrong products which can help VA's meet the new directive, we encourage you to take the following Armstrong University course:

Preventing Legionella in Hot Water Systems.

For more detailed information about Legionella, and hot water use, visit the Centers for Disease Control website.
The VA Directive and Armstrong’s Perspective.
All VA facilities are required by POLICY to meet the requirements of this Directive.

The highlights from an Armstrong perspective are as follows:

<table>
<thead>
<tr>
<th>Medical Facility Director to establish a multidisciplinary “Facility Water Safety Committee” - They must have a written facility plan for each building</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Maintenance of Appropriate Temperatures</td>
</tr>
<tr>
<td>• Medical Facility Director to establish a multidisciplinary “Facility Water Safety Committee” - They must have a written facility plan for each building</td>
</tr>
<tr>
<td>• VA facilities Chief Engineer or Facility Manager must ensure proper maintenance of appropriate water temperatures in their systems – Ongoing Monitoring of temperature limits in the Hot &amp; Cold potable water distribution system is included (SAGE*)</td>
</tr>
<tr>
<td>• Engineering Control Strategies and Limits for Ongoing Prevention of Legionella Growth</td>
</tr>
<tr>
<td>– Water Temperatures - <strong>The Brain® is ideal</strong></td>
</tr>
<tr>
<td>– Storage tanks must maintain 140°F</td>
</tr>
<tr>
<td>– Instantaneous and semi-instantaneous heat exchangers must be 130°F</td>
</tr>
<tr>
<td>– Water in potable hot water distribution system piping must be no lower than 124°F (prior to any temperature reducing mixing valve or anti-scalding valve at the water outlet – Ensure a minimum of 124°F in the distribution system)</td>
</tr>
<tr>
<td>• Water Temperature Monitoring</td>
</tr>
<tr>
<td>– The water temperature in the Hot &amp; Cold potable water distribution system needs to be monitored continuously to determine if temperatures are within the established control limits.</td>
</tr>
<tr>
<td>• Thermal Eradication</td>
</tr>
<tr>
<td>– 30 minute flushing – The Brain’s disinfection mode makes this easy for the staff to do.</td>
</tr>
<tr>
<td>• Selection of Temperature Regulating Devices</td>
</tr>
<tr>
<td>– The medical facility is to determine the type(s) of mixing valve and/or anti-scald guard that will be installed in accordance with the VA “Plumbing Design Manual/Master Construction Specifications” and the International Plumbing Code - (The Brain ??)</td>
</tr>
<tr>
<td>• Inspections</td>
</tr>
<tr>
<td>– Mixing Valves must be tested and serviced for proper functioning at least annually - Why not offer this service with a follow up email / postcard and visit the facility on a regular basis - OFFER THIS SERVICE!!!</td>
</tr>
</tbody>
</table>

**Bottom line, there is an opportunity to offer your expertise and SERVICE to help each facility!**
Each facility is required to make their own plan so why not get involved and help them address their local issues.

**Veterans Administration Hot Water Solutions**

VA Hospitals offer significant opportunity to sell the complete Armstrong Hot Water solutions. Each facility has the ability to determine which technology provides the best solution to their local facility. We suggest targeting the facility or plumbing shop maintenance staff to determine the current status of their equipment. It’s also helpful to mention the VA Legionella Directive as that can be a pain point the facility may be trying to address.

The following page provides an overview of the numerous locations with an Armstrong Digital valve. However it is up to you to develop a unique solution to fit the needs of your local VA. We look forward to assisting your efforts.
VA Hospitals Utilizing The Brain® (DRV) from Armstrong

VA Water Heater Installations:
- VA Water Heater Installations List
Trap Monitoring

Government facilities are required by law to reduce energy usage. As we know leaking steam traps will increase energy use. Therefore automatic trap monitoring systems like SteamEye® are valuable tools to help your government facilities manage their trap population. We recommend you seek out the Energy Manager responsible for your facility and explore the options for trap monitoring and management.

It is important to stress the features of SteamEye® that differentiate it from other products available:

1. 20 plus years of consistent product development
2. Utilizes temperature and sound to determine trap condition. This is the DOE’s recommendation as the best way to test traps. Other systems use temperature only.
3. Unique design that is robust and easily installed
4. Software calculates actual steam loss by trap from Armstrong unmatched data base.

Links:

- Budget Proposal Template
- Recommended Wireless Steam Trap Specification
- VA Design Alert on monitoring
- Sample VA Specification (Madison VA)
- FEMP Report on Trap Testing & Monitoring:
  - FEMP Report – Steam Trap Performance Assessment
- Competition: Cypress Envirosystems™ has focused sales efforts in the government sector especially at the VA’s.
  Cypress Envirosystems™ Product line brochure:
  - Cypress Envirosystems™ Wireless Steam Trap Monitor-100
  Cypress Envirosystems™ The need for constant monitoring brochure:
  - Cypress Envirosystems™ Wireless Steam Trap Monitor (WSTM)

Following are a few points to consider when competing against them:

1. Temperature only method of testing. Not recommended by the DOE.
2. Loose wires connected to the pipe which may be broken or come loose.
3. Not a steam trap company. Data base is not complete on trap types and steam loss calculations.
4. Data base typically does not have good location information for traps.
5. Don’t typically offer expertise on correct generic type of trap or system issues.
VA Hospitals Utilizing SteamEye®

Other Government Sites:

- Bayne-Jones Army Community Hospital - Fort Polk, LA
- Bureau of Engraving Printing – Washington DC
- Ft. Riley Hospital – Fort Riley, Kansas
- Hanscom AFB – Hanscom AFB, MA
- Joint Base Lewis McChord – McChord, WA
- National Institute of Health - Bethesda, MD
- National Institute of Health – Hamilton, MT
- Naval Base Kitsap – Bremerton, WA
- Naval Postgraduate School - Monterey, CA
- Oakridge National Lab - Oak Ridge, TN
- US Coast Guard – Kodiak, AK
- West Point Academy – West Point, NY
- Whidby Island Naval Air Station – Oak Harbor, WA
- Wright-Patterson AFB – Wright-Patterson Air Force Base, OH
Inspecting and Repairing Steam Traps

In steam systems that have not been maintained for 3 to 5 years, between 15% to 30% of the installed steam traps may have failed—thus allowing live steam to escape into the condensate return system. In systems with a regularly scheduled maintenance program, leaking traps should account for less than 5% of the trap population. If your steam distribution system includes more than 500 traps, a steam trap survey will probably reveal significant steam losses.

Suggested Actions

Steam traps are tested primarily to determine whether they are functioning properly and not allowing live steam to blow through.

- Establish a program for the regular systematic inspection, testing and repair of steam traps.
- Include a reporting mechanism to ensure thoroughness and to provide a means of documenting energy and dollar savings.
- Consider online monitoring of the most important steam traps or those associated with your most important processes to quickly identify steam loss trends.

Recommended Steam Trap Testing Intervals

**High Pressure**
- (150 psig and above): Weekly to Monthly

**Medium Pressure**
- (30 to 150 psig): Monthly to Quarterly

**Low Pressure**
- (below 30 psig): Annually

Best Practice information is adapted from information provided by the Industrial Energy Extension Service of Georgia Tech and reviewed by the DOE Best Practices Steam Technical Subcommittee. For additional information on industrial steam system efficiency, contact the EERE Information Center.
Description
The SAGE UMT™ is a wireless hand-held steam trap testing tool.

The SAGE UMT™ uses a state of the art piezo electric acoustic sensor developed and tuned specifically for the unique conditions found in steam traps. The acoustic sensor coupled with a non-contact infrared temperature sensor makes testing steam traps as simple as pressing a button.

The SAGE UMT™ is wireless and connects to any smart phone or tablet running the SAGE® mobile app using Blue Tooth technology. This means no more cords to get tangled, broke or melted and giving any steam trap technician the freedom to test traps quickly and easily.

The SAGE UMT™ sends information gathered to the SAGE® mobile app where it is immediately processed and recorded.

That means, no more crinkled and scribbled on log sheets, no more returning to the computer to re-enter all the recorded survey information and no more lost or illegible field records.

The SAGE UMT™ is the final tool in the SAGE® steam trap management system to bring your program to the highest level.

Maximum Operating Conditions
Minimum steam pressure: 2 psig (0.14 barg)
Maximum steam: 3200 psig (221 barg)
Operating temperature: -4°F to 140°F (-20°C to 60°C)
Battery charging ambient temperature: 32°F to 113°F (0°C to 45°C)

Materials
Body: Heat resistant ABS
Acoustic probe: 304 Stainless Steel
Acoustic Sensor: Ceramic Piezo Electric
Battery: 10+ hour Lithium Ion

Features
Blue Tooth communication
Built in RFID tag reader
Standard thread connection for installation on a “painter’s pole”

Specification
IP rating: IP 64 (Pending)
BLE Spec: 4.2
RFID Spec: 13.56 MHz
Infrared sensor:
• Optical grade, coated germanium lens
• -40°F to 716°F (-40°C to 380°C)
Weight: 1.25 lbs (0.57 kg)
Voltage: 7.2 Volts DC
Charging Voltage: is 12 VDC (6.5 W max.)

For a fully detailed certified drawing, refer to drawing number.
SAGE UMT™ Automatic Steam Trap Tester

Accessories included in the SAGE UMT™ Package and available individually.

**SAGE UMT™ Holster**
The SAGE UMT™ holster securely holds the UMT and can be configured in either a right and or a left-hand configuration.

**SAGE UMT™ Charger**
The SAGE UMT™ charger will charge the UMT to 90% charge in 2.5 hours. A full charge can be competed in 5 hours.

**SAGE UMT™ Case**
The SAGE UMT™ Case is specially designed to hold the SAGE UMT™, the charger, holster, IOM, a tablet (not included) and several stacks of 20 RFID tags (not included).

**RFID Teardrop Tag**
The RFID teardrop tag can be attached to an existing tag to create an RFID tag that can be read by the UMT. The teardrop tag can be fastened to the tag hanger and has a high strength adhesive to be fastened to the existing tag.

**Tag Installer**
The Tag installed is designed to be installed on the end of a standard “painters” pole.

**Metal Tag (No RFID)**
Standard metal tag with stamped number and hole to hang on heart shaped clip.

**Heart Shaped Clip**
The heart shaped clip is made of spring steel and designed to carry either the metal or SAGE® RFID enabled tags. It’s heart shaped design allow the tag to be installed by simply sliding the tag over the piping.

**SAGE® RFID Tag**
The SAGE® RFID Tag is a non-metallic tag specifically designed to work with the SAGE UMT™. The tag is made of highly visible yellow material with large black numbers making the tag easy to read. The RFID chip can be read by the UMT, to bring the desired record up quickly and accurately.
Federal Customers Utilizing VERIS Accelabar®

In a class of its own, this highly accurate flow measurement device has a patented no-straight-pipe installation requirement. VERIS Accelabar® provides exceptional versatility, with turndown capabilities over a large range of flow rates. VERIS Accelabar® is also listed on the General Services Administration (GSA) schedule making it easy for customers to purchase.

VERIS Accelabar® Advantages:

- No straight run required. The toroidal nozzle inlet and shortened body of the throat allows the VERIS Accelabar® to accelerate and condition the flow.
- Handles a high range of flows while accurately measuring the winter and summer loads of steam with turndowns up to a 65:1 ratio on gases and 40:1 ratio for steam.
- Constant flow coefficient and produces an accuracy of up to ±0.50%.
- Calibration is not required because there are no moving parts. Overall cost is reduced because the meter does not need to be removed from the field and calibrated. By closing the three-valve manifold, the current transmitter can be removed and replaced with the new one without interrupting operation.
Steam Quality in Healthcare

VA Hospitals like private hospitals, have similar processes for sterilization of instruments. Effective sterile processing requires quality steam at the sterilizer. Armstrong’s Steam Quality Monitors can provide an effective method of monitoring the incoming steam.

The VA also has a Directive outlining the requirements each facility must follow to insure proper sterilization processes. This is Directive 1116 (2). Within the Directive they refer to standards by ANSI / AAMI.

POLICY
It is VHA policy that all standards outlined in this Directive must be adhered to regarding reprocessing and maintaining of critical and semi-critical RME in the VA medical facilities. ANSI/AAMI standards will be applied to critical and semi-critical RME management. AORN, IAHCSMM and APIC guidelines will support and enhance all recommended standards which relate to instrument processing and infection control practices.

Armstrong University offers the following on-line course for your review:

System Solutions for Sterile Applications in the Healthcare Industry

Veterans Administration Directive on Sterile Processing Services

Steam Quality:
Armstrong offers a more consistently accurate way for proper medical sterilization that meets the requirements for inspection and record keeping outlined in VHA Directive 1116(2). By continuously testing the dryness fraction of steam entering autoclaves, our Steam QM® solutions enables you to monitor the steam quality necessary for proper sterilization. Dry steam helps you avoid pitting of instruments, and even more importantly, helps prevent the dangerous wet packs that can stop or delay surgery, costing hospitals and physicians time and money and creating an infection risk for patients.

The Advantages of Steam QM®.
Unlike older, less dependable manual methods, automatic testing has proven to be a quicker, more reliable and consistently accurate way to monitor and measure steam quality. Advantages include:

• Simple plug-and-play installation
• Reliable/repeatable accuracy
• Steam dryness monitoring
• Safer alternative to the traditional manual method of sampling steam—does not require sampling of live steam and condensate in a water receiver
• RS485 connection for data logging using regulation compliant device; results may be remotely monitored via Modbus.
Steam Quality Monitor – Steam QM®-3

The sterilization process, the quality of the sterile product and the serviceability and longevity of the sterilizer and its associated equipment are greatly influenced by the quality of steam supplied to a sterilizer. Sterilization is a process whose efficacy cannot be verified retrospectively by inspection or testing of the product before use. For this reason, sterilization processes must be validated, the performance of the process routinely monitored, and the equipment maintained.

ANSI/AAMI ST79:2017

This American National standard specifies requirements and the relevant tests for large steam sterilizers, primarily used for the sterilization of medical devices and their accessories but has been adopted by most pharmaceutical industries.

- The sterilizer shall be designed to operate with saturated steam containing less than 3.5% v/v condensate.
- The sterilizer shall be designed to operate with saturated steam with a dryness value not less than 0.97, where the dryness value denotes the mass of the gas fraction in the mass of saturated steam.
- When the supplied steam is expanded to atmospheric pressure the superheat shall not exceed 45°F (25°C).

The patented Steam Quality Monitor QM®-3 is an alternative procedure to the one described in ANSI/AAMI ST79:2017 that has been shown to give equivalent results to the method specified in this American National Standard in order to demonstrate that the level of non-condensable gases contained in the steam will not prevent the attainment of sterilization conditions in any part of the sterilizer load and to avoid excess moisture carried in suspension that can cause damp loads, while too little cannot prevent the steam from becoming superheated during expansion into the sterilizer chamber.

Product Features

- Simple “Plug and Play” installation,
- Simultaneous steam dryness, superheat and non-condensables (NCGs) monitoring,
- Safe alternative to the traditional manual method of sampling steam,
- RS485 connection for data logging using regulation compliant device; results may be remotely monitored via Modbus.

<table>
<thead>
<tr>
<th>Sensing Range</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Dryness Fraction</td>
<td>85 - 100%</td>
</tr>
<tr>
<td>Amount of Superheat Present</td>
<td>0 - 90°F 0 - 50°C</td>
</tr>
<tr>
<td>NCG Content</td>
<td>0 - 15%</td>
</tr>
</tbody>
</table>

Designs, materials, weights and performance ratings are approximate and subject to change without notice. Visit armstronginternational.com for up-to-date information.
Manual Versus Automatic

Until now steam quality measurement has been a time-intensive, unreliable and potentially unsafe process. Steam QM®-3 is not only more reliable and safer than manual testing, the unit is also portable, so it can be easily transported to multiple points on your steam line.

When you compare Steam QM®-3 to manual testing methods the choice is clear:

<table>
<thead>
<tr>
<th>Manual Method</th>
<th>Automatic Method</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>• A sample of clean steam is condensed, and the enthalpy allows measurement of steam dryness, and NCG content.</td>
<td>• Reducing steam pressure to atmosphere allows measurement of steam dryness.</td>
</tr>
<tr>
<td>• Temperature measurement before condensation identifies an excess of superheat temperature.</td>
<td>• Steam temperature and pressure measurements detect superheat.</td>
</tr>
<tr>
<td></td>
<td>• Volume of non-condensable gases are compared to condensate.</td>
</tr>
</tbody>
</table>

| Disadvantages                                      | Advantages                                                           |
|----------------------------------------------------|                                                                     |
| • Time Consuming: Typically manual steam quality measurement requires two people, and can take up to three hours per measurement point. This does not include additional time required to complete necessary reports. | • Quick and Easy: Steam QM®-3 is simple to install.                  |
| • Trending: It is impossible to monitor a trend over a period of time. | • Trending: Continuous measurements provide trending data over time. |
| • Unsafe: There are inherent safety risks involved in sampling live steam and condensate in a water receiver. | • Safe: Because Steam QM®-3 is installed while the steam valve is closed, it is much safer than manual measurement methods. |
| • Unreliable: Measurement results depend on the skill of the technician conducting the test. | • Reliable: Steam QM®-3 is both reliable and accurate within +/- 1% of steam dryness. |

**Installation Qualification/Operational Qualification**

Installation Qualification/Operational Qualification (IQ/OQ) procedures available to comply with government and international standards that recommend documented verification that your equipment is installed and functioning according to the manufacturer’s specifications.

### Dimensions & Weight

<table>
<thead>
<tr>
<th>Dimensions &amp; Weight</th>
<th>in</th>
<th>mm</th>
</tr>
</thead>
<tbody>
<tr>
<td>A – Cabinet Width</td>
<td>22</td>
<td>550</td>
</tr>
<tr>
<td>B – Width</td>
<td>24</td>
<td>600</td>
</tr>
<tr>
<td>C – Cabinet Height</td>
<td>40</td>
<td>1000</td>
</tr>
<tr>
<td>D – Depth</td>
<td>7.5</td>
<td>190</td>
</tr>
<tr>
<td>E – Width</td>
<td>17</td>
<td>430</td>
</tr>
<tr>
<td>F – Height</td>
<td>37</td>
<td>945</td>
</tr>
<tr>
<td>G - Height from tee to bottom</td>
<td>26</td>
<td>660</td>
</tr>
<tr>
<td>H - Height from cabinet steam inlet to bottom</td>
<td>7.5</td>
<td>190</td>
</tr>
<tr>
<td>Cabinet Weight</td>
<td>42 lb</td>
<td>19 kg</td>
</tr>
<tr>
<td>Total Weight</td>
<td>55 lb</td>
<td>25 kg</td>
</tr>
</tbody>
</table>

**Steam QM®-3 Package Includes:** Insulation Covers • Wall Mount • All Necessary Accessories

**Optional Feature:** Data Logger

**Specifications**

<table>
<thead>
<tr>
<th>Specifications</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Steam Operating Pressure Range</td>
<td>0.5-4 barg</td>
</tr>
<tr>
<td></td>
<td>7-60 psig</td>
</tr>
<tr>
<td>Voltage</td>
<td>110/230 VAC</td>
</tr>
<tr>
<td>Cooling Water</td>
<td>4 gph @ 50°F (15 l/h @ 10°C)</td>
</tr>
</tbody>
</table>

Designs, materials, weights and performance ratings are approximate and subject to change without notice. Visit armstronginternational.com for up-to-date information.
Over 1400 Armstrong products are listed on GSA Schedule through the Armstrong Service Group: GSA schedule contract GS-07F-0460M under Schedule 56, Buildings and Building Materials, Industrial Services & Supplies.

Armstrong pays a 25% commission to reps for all product sales through the GSA program.

<table>
<thead>
<tr>
<th></th>
<th>Traditional Route</th>
<th>GSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>List</td>
<td>$50,000</td>
<td>$50,000</td>
</tr>
<tr>
<td>Net</td>
<td>$25,000</td>
<td>$19,000</td>
</tr>
<tr>
<td>Sell (20%)</td>
<td>$31,250</td>
<td>$25,250</td>
</tr>
<tr>
<td>Rep Profit</td>
<td>$6,250</td>
<td>$6,500</td>
</tr>
</tbody>
</table>

Traditional Route is based on 20% Markup. Profit under GSA channel is a commission transaction paid by the Product Group.

- GSA is an option available to reps, it is not required.
- GSA can provide a competitive advantage, particularly on capital projects – avoiding competitive bid situations.
- Success in one territory can be replicated in other territories.
- Armstrong is committed to selling into the government market, and has dedicated resources to ensure success; e.g. market director, marketing support, sales support.
- Armstrong is interested in working “with” and “through” rep channels, rather than “over” and “around.” Maintaining an open line of communication with reps is an on-going objective.

**Facilities to pursue:**
- Military Bases
- Federal Prisons
- VA Hospitals
- Federal Buildings
- USDA
- Federal Department Facilities (Health, Agriculture, Defense, etc...)

All of these facilities can utilize GSA. You can also pursue these opportunities outside of GSA. We just want to find the opportunities and land the business as quickly and at the best margin possible.

**Other Government Prospects**

**General Services Administration (GSA)**
The GSA is an independent agency of the U.S. government and provides centralized procurement for the federal government. Companies must go through a lengthy approval process to have their products listed on the ‘GSA Schedule’, which is an online catalog of products available to the federal government. This means a federal government facility can sole source any of these items on the Schedule without additional competitive bids.

**There are several advantages of the GSA Schedule for federal customers:**
- Government buyers are encouraged to participate in the GSA all the bidding is pre-established thus saving federal buyers time and money.
- Depending on funding, buyers may have funds allocated specifically for purchases through GSA.
- No bid process.
- Eliminates competition and price justification
- Limited time investment
- Gets a federal customer the product they need in a easy procurement process – FAST!
Armstrong Literature
Recommended Armstrong literature for government accounts.

Brochure links:

**Water Temperature Control Solutions – Digital –Thermostatic:**
- HW-200-EN

**Armstrong Hot Water System Solutions for Healthcare –**
An integral component of CMS compliance and Legionella risk mitigation:
- HW-388-EN

**Digital Hot Water Solutions:**
- HW-435-EN

**Smart Hot Water System Monitoring & Documentation:**
- SAGE® 348-EN
- SAGE® 346-EN

**Steam System Monitoring:**
- SteamEye® 185-EN

**Steam Quality Monitoring:**
- Steam Quality QM3® 315-EN
- Steam Quality QM1® 316-EN

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**Case Studies**

**Reduce Steam and Condensate Loss:**

**Customer:**
- United States Army Post
  - Pacific Northwest

**Veterans Administration:**

**Customer:**
- VA Palo Alto Health Care System
  - Menlo Park, California

---

**VA - Veterans Administration**

**VA Website links:**

- [VA Office of Construction & Facility Management](#): Manages national specifications and design information for VA facilities.
- [VA HVAC Design Manual](#)
- [VA Specifications](#)

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**Government Acronymns**

Government contracting relies on many acronyms that may be confusing to the outside contractor. If you can speak their language it helps bring credibility to your interaction with your contacts. The following link provides a search system for determining the meaning of the acronym.

[Government acronym finder](#)