BENCHMARK PUBLIC SECTOR SOLUTIONS

Technology that moves public service forward.

A field guide to connected infrastructure, cyber resilience, managed IT, procurement, digital services, and project delivery for public organizations.

PLAN IT / BUILD IT / SUPPORT IT

THE CONNECTED CAPABILITY MODEL

Six workstreams. One coordinated conversation.

Benchmark helps public organizations connect the requirements, specialists, purchasing path, implementation, and ongoing support behind essential technology. The right mix is shaped around each project and confirmed in its scope.

01 CONNECT	02 PROTECT	03 OPERATE
04 SOURCE	05 MODERNIZE	06 DELIVER

WHO THIS GUIDE IS FOR

Public housing authorities / K-12 schools and libraries / Higher education / State and local government / Public safety / Federal agencies

01 / CAPABILITY PORTFOLIO

Plan the environment around the work.

Each workstream can stand on its own or connect to a broader project. Confirm the operating need, technical boundaries, owner, dependencies, and acceptance criteria up front.

01 / CONNECT

Infrastructure & connectivity

Map provider handoffs, network closets, switching, wireless coverage, cabling, power, and site access. Broadlink can review internet, voice, and communications requirements; service availability is checked by address and scope.

Define together: Site inventory, requirements, boundaries, dependencies, and acceptance plan.

02 / PROTECT

Cybersecurity & continuity

Review identity and access, device configuration, endpoint protection, backup, restoration priorities, and escalation contacts. Set the control owners and testing approach around the organization's security requirements.

Define together: Priorities, responsibility boundaries, remediation scope, and operating records.

03 / OPERATE

Managed IT & support

Define covered users, sites, devices, applications, maintenance, intake channels, and escalation responsibilities. mrk computing can align workstations, servers, and displays to workloads and lifecycle needs.

Define together: Service scope, asset list, ownership matrix, contacts, and user handoff.

04 / SOURCE

Procurement & lifecycle

Benchmark Procurement can help document specifications, quantities, compatibility, licensing, purchasing rules, delivery, configuration, receiving, asset records, warranty, and refresh planning.

Define together: Defined purchase scope, delivery requirements, documentation, and support owner.

05 / MODERNIZE

Cloud & digital services

AperVue can help scope portals, custom applications, cloud development, integrations, and workflows. Define the authoritative records, permissions, interfaces, hosting, migration, testing, and ongoing owner.

Define together: Process map, integration boundaries, delivery stages, acceptance, and ownership.

06 / DELIVER

Field services & projects

Coordinate technical planning, facilities, sourcing, site readiness, installation, testing, and support. Set change windows, access requirements, acceptance evidence, records, and handoff before work begins.

Define together: Sequenced work plan, readiness checklist, acceptance record, and transition.

SCOPE AND AVAILABILITY

Services, equipment, certifications, contracting entity, timing, and deliverables are confirmed for the specific engagement.

02 / THE BENCHMARK BUSINESSES

Specialists connected to the outcome.

Bring the relevant Benchmark teams into one conversation. The participating businesses, responsibilities, and contractual entity depend on the project and are established during scoping.

01 / BROADLINK

Connectivity & communications

Review internet, voice, and communications needs for offices, campuses, and distributed locations. Check service options and availability for each address, technical requirement, and agreed scope.

Useful starting point: Bring locations, current providers, capacity needs, and target operating dates.

02 / BENCHMARK PROCUREMENT

Sourcing through lifecycle

Connect requirements with sourcing, configuration, logistics, delivery, receiving, acceptance, asset and warranty records, and refresh planning. Coordinate purchasing rules and documentation with your organization's process.

Useful starting point: Bring specifications, quantities, purchasing instructions, and deadlines.

03 / MRK

Computing for the workload

Evaluate professional workstations, servers, displays, and related equipment against the applications, people, performance, compatibility, and lifecycle needs of the organization.

Useful starting point: Bring application requirements, user roles, configuration, and support context.

04 / APERVUE

Software, platforms & integration

Explore custom applications, portals, cloud development, integrations, and connected workflows around existing systems, roles, authoritative records, and operating requirements.

Useful starting point: Bring the current process, systems involved, users, permissions, and desired result.

ONE COORDINATED CONVERSATION

Benchmark helps connect the requirement, specialist expertise, procurement process, delivery responsibilities, and next step. Product fit, service availability, scope, and contracting arrangements are confirmed for the project.

Explore the capabilities

Explore contracting & procurement

03 / PUBLIC SERVICE CONTEXTS

Start with the mission and the environment.

Use these examples to frame a first discussion. Each project is tailored to the organization's sites, users, systems, schedule, procurement process, and technical ownership.

PUBLIC HOUSING

Properties & resident services

Connect property networks, staff and resident access, maintenance and office workflows, equipment standards, procurement, and phased site delivery.

K-12 & LIBRARIES

Classrooms & district operations

Plan campus connectivity, instructional and staff computing, school workflows, equipment delivery, term-time scheduling, and support handoffs.

HIGHER EDUCATION

Campus & departmental needs

Align campus infrastructure, specialized research workloads, connected departmental workflows, voice and connectivity, and delivery around academic milestones.

STATE & LOCAL

Departments & community services

Coordinate distributed facilities, public-facing workflows, departmental equipment, continuity, change windows, procurement, and service ownership.

PUBLIC SAFETY

Essential operations & continuity

Review facilities, communications, critical applications, controlled implementation, recovery, and FirstResponse readiness, field IT, and handoff.

FEDERAL

Requirements & accountability

Map solicitation requirements, system boundaries, supplier documentation, connectivity, equipment lifecycle, approvals, acceptance, and operating handoff.

E-RATE FOR ELIGIBLE SCHOOLS AND LIBRARIES

E-Rate planning can include connectivity needs, technical requirements, sourcing, installation, and support boundaries. Applicant eligibility, supported services, cost allocation, competitive bidding, and funding obligations depend on current program rules and the funding year. Benchmark does not guarantee eligibility, approval, or funding.

Explore Public Sector E-Rate planning

04 / FROM REQUIREMENT TO RESULT

Make the buying path part of the plan.

Good technology delivery joins the purchasing process to configuration, implementation, acceptance, and long-term ownership. Start where your organization is today.

01

Define the requirement

Use case, users, sites, specifications, quantities, compatibility, documentation, and timing.

02

Fit the procurement process

Purchasing rules, solicitation instructions, approvals, funding source, competition, and communications.

03

Plan delivery and acceptance

Configuration, logistics, site readiness, access, installation, tests, receiving, and acceptance evidence.

04

Record and hand off

Assets, licenses, warranty, support contacts, open items, responsibilities, and refresh decisions.

FOR E-RATE PROJECTS

Eligible applicants manage their application and competitive procurement. Before a scope is set, review the applicable funding-year rules and Eligible Services List, separate any ineligible costs, and establish how supplier participation and communications will preserve the required process. Broadband, internal connections, equipment, voice, software, and general IT work do not automatically share the same eligibility or funding treatment.

Public Sector E-Rate overview

USAC E-Rate program guidance

START WITH THE REQUIREMENT

Bring us the scope, constraints, and outcome you need.

Share the organization, locations, purchasing process, decision timeline, technical stakeholders, and desired result. Benchmark can help identify the right next conversation.

DISCUSS YOUR PROJECT

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