Farmville North Carolina Housing Authority
Pine Grove Apartments
4284 Anderson Ave. * P.O. Box 282 Farmville, North Carolina 27828
director@farmvilleha.com

April 20, 2023

To Whom it may Concern:

The Farmville NC Housing Authority is seeking proposals from qualified firms to provide IT services to our agency. We are a Public Housing Agency and have bRI/Lindsey as a software provider. The software is server based, so we have a server as well as 8 desktops that will need support. We also currently use an internet— based phone service which will need support as well. Our contracts are generally one year with options for renewal for up to three years before proposal requests are required again.

Enclosed is a listing of services that we currently receive. We will be looking for a minimum of these services in order to properly compare proposals.

Please send proposals for my attention by mail or email no later than May 25, 2023.

If you have questions or concerns about the proposal, email is the best way to reach me.
Sincerely

Wendy H. Ellis
Executive Director
Enclosure

"This institution is an equal opportunity provider and employer."

Please include a minimum of the following services in your proposal:

- Network Monitoring of all Hardware (Computer & Servers) RMM Software & NPM tools
- Backups Local & Offsite (MSP) features such as automated backups, instant virtualization, and offsite replication to ensure that critical data is always available and recoverable
- Network Security Firewall & Antivirus (24x7 monitoring)
- Phone System Voice over IP
- Email Service / Security - Office 365 plus email encryption, and Hosted Email Security

- Dedicated tech services

Other services offered.
Cyber Security Class
Network Maintenance - Through Service Contract
Workstation Maintenance - Through Service Contract
Server Maintenance - Through Service Contract Break Fix services and solutions Network Wiring when needed.
Door Access controls
All service techs have a wide range of certifications.