



RFP

Jobs for America's Graduates (JAG) Request for Proposal: IT Management Services Provider

By November 7th, 2025 (5:00pm EDT) please submit proposals to:

Jan Ennis, SVP, Operations

Procurement@jag.org

Introduction to Jobs for America's Graduates (JAG)

Jobs for America's Graduates (JAG) is a national non-profit organization on a mission to empower the nation's young people with the skills and support to succeed in education, employment, and in life. For over 40+ years, JAG has been working to prevent school dropouts and help America's most vulnerable young people to succeed in postsecondary education and to secure a job. As the country's premier education and job preparation/placement program for young people of great promise, JAG has helped more than 1.7 million youth and young adults prepare for future success.

JAG is comprised of an agile national-level team (~20 FTE, \$9M operating budget in 2025), with an expansive network reach that serves partners in 32 states impacting 88,000 youth (managed by 2,000 staff at local affiliates with a network revenue of \$130M). JAG is funded by corporations, foundations and government agencies.

To achieve our vision, JAG is committed to executing against four strategic pillars:

- Attract sustainable funding to fuel the future.
- Tell the JAG story more effectively.
- Evolve the JAG Program for scalable growth.
- Focus JAG National team efforts on improving quality, credibility, and results.

For more information, please see the [JAG website](#).

Timeline

Date	Action
By: 10/24/25	RFP notice sent to Bidders List
By: 10/24/25	RFP available on JAG Website

By: 11/7/25	Proposals due to JAG by 5:00pm EDT
On or Before 11/14/25	Approximate Bidder Notification

*The dates set forth above are for informational purposes. JAG reserves the rights to modify.

Proposals should be sent to procurement@jag.org

Scope of Work

Core Infrastructure Management

- Help desk/service desk support
- Device management (laptops, mobile devices) - procurement, configuration, ongoing support
- Cloud services administration (Microsoft 365, Google Workspace, etc.)
- Network and security management (VPN, firewalls, endpoint protection)
- Backup and disaster recovery
- Software licensing and asset management

Security & Compliance

- Cybersecurity monitoring and threat response
- Security awareness training for staff
- Compliance requirements
- Data privacy and encryption standards

Remote Work Enablement

- Video conferencing platform management (Zoom, Teams, etc.)
- Collaboration tools support (Slack, Monday.com)
- Remote access solutions
- Mobile device management (MDM)

Bidders

JAG reserves the right to request additional information for errors or omissions, as long as the additional information is for clarification purposes and does not provide a competitive advantage to any proposer.

Proposals may be subject to further negotiations, at sole discretion of JAG.

Costs incurred in the submission of a response to this RFP will be at the responsibility of the submitter and will not be reimbursed.

Contract Period

JAG is looking for a 1-year contract, with the option to extend an additional 2 years.

Right to Reject

JAG reserves the right to reject any and all proposals, in whole or in part, to waive any informalities or irregularities in the proposals received, and to accept any proposal in whole or in part, that is deemed most favorable to JAG.

Selection Criteria

This competitive request will be open to all bidders and all complete proposals will be evaluated. Scoring will be judged against a weighted matrix of the below factors and must score a minimum aggregate score of 70 points to be considered.

Criteria	Points Available
Experience with remote/non-profit environment	30
Service delivery model & support availability	30
Security & compliance capabilities	25
Cost	15
Total	100

The proposal cover page and format begins on the next page.

Request for Proposal

Attachment I

Cover Page

General Information	Bidder's Information
Name of Applicant/Organization	
Street Address	
City, State, Zip	
Federal ID Number	
Telephone Number	
Website Address	
Name & Title of Bidder's Authorized Representative	
Name & Title of Bidder's primary contact for this RFP	
Primary Contract Telephone Number	
Primary Contract Email Address	

Certification

I certify that I have been authorized to submit and sign this proposal on behalf of the submitting organization(s). In addition, I certify that the entire proposal is true and accurate and to the best of my knowledge the projected costs are reasonable and necessary for the proposed service. I also certify that my organization will implement this project in compliance with the stipulations and guidelines set forth by JAG.

Signature of Authorized Representative

Date

Attachment II

Proposal Elements

Please submit a comprehensive proposal that includes answering the following:

Service Delivery & Support

1. How do you provide support to fully distributed teams, and what are your standard response/resolution SLAs by priority level?
2. What communication channels do you offer for support, and will we have a dedicated account manager or support team?

Experience & Capability

3. What experience do you have supporting non-profit organizations with fully remote staff, and can you provide 3 references from similar organizations?
4. How do you handle device provisioning, configuration, and shipping to remote employees nationwide?

Security & Compliance

5. What is your approach to cybersecurity monitoring, incident response, and ongoing security awareness training for remote staff?
6. How do you ensure compliance with relevant regulations and what insurance/liability coverage do you carry?

Transition & Operations

7. What is your typical onboarding timeline, and how do you ensure minimal service disruption during transition from our current setup?
8. What regular reporting and strategic IT planning support do you provide?

Pricing & Terms

9. What is your pricing model, what's included in base pricing vs. additional costs, and do you offer non-profit discounts?
10. What is your minimum contract term, how do you handle user scaling, and what happens to our data if we terminate?

Attachment III

**Certifications
Debarment and Lobbying**

**CERTIFICATION REGARDING
DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION
Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549 Debarment and Suspension; Executive Order 12689 Debarment and Suspension; 2 CFR Part 180; 2 CFR 200.214.

BEFORE COMPLETING CERTIFICATION, READ ATTACHED INSTRUCTIONS THAT ARE AN INTEGRAL PART OF THE CERTIFICATION.

(1) The prospective recipient of federal assistance funds certified, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any federal department or agency.

(2) Where the prospective recipient of federal assistance funds is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Printed Name of Authorized Representative

Title

Signature of Authorized Representative

INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective recipient of Federal funds is providing the certification as set out below.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective recipient of Federal funds knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the Department of Labor (DOL) may pursue available remedies, including suspension and/or debarment.
3. The prospective recipient of Federal funds shall provide immediate written notice to the person to whom this proposal is submitted if at any time the prospective recipient of Federal funds learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction", "debarred", "suspended", "ineligible", "lower tier covered transaction", "participant", "proposal" and "voluntarily excluded", as used in this clause have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective recipient of Federal funds agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any low tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized the DOL.
6. The prospective recipient of Federal funds further agrees by submitting his proposal that it will include clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions", without modification, in all lower tier covered transactions and in all solicitation for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Procurement or Non-procurement Programs.
8. Nothing contained in the foregoing shall be construed to require establishing a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntary excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the DOL may pursue available remedies, including suspension and/or debarment.

CERTIFICATION REGARDING LOBBYING

The undersigned certifies, to the best of his or her knowledge and belief that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement the undersigned shall complete and submit Standard Form-LLL "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants and contract under grants, loans, and cooperative agreements) and that all Subrecipient shall certify and disclose accordingly.
4. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$10,000 and not more than \$100,000 for each such failure.