



Year Up is a non-profit workforce development program that recruits, screens, trains and places urban young adults, ages 18-24 years old, into college and internships in information technology.

Year Up saves agencies time and money by providing a holistic internship program that includes recruitment, placement, and continued support during the internship.

Interns are college enrolled and have practical and relevant technical and professional skills.



Year Up's GSA Contract provides federal agencies with a streamlined, cost-effective method to partner with us.

General Services Administration
Federal Supply Service
Authorized Federal Supply Schedule Price List
Schedule 738X: HR & EEO Services
Contract No. GS-02F-0101Y
Updated through Mod. #PA-1, issued 6/18/12

Special Item Number (SIN) 595-21:
Recruitment, Internal Placement and
Training of Undergraduate Student Interns
Contract Period: 3/21/2012 to 3/20/2017
Business Size: Other than small

Year Up, Inc.

www.yearup.org ~ GSAcontract@yearup.org

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DC Area Office: 1560 Wilson Blvd., Suite 350 ~ Arlington, VA 22209 ~ 703-312-9327, ext. 1237

Contract Administrator: Andrea Hayward ~ 617-542-1533 ext.1022 ~ ahayward@yearup.org

*On-line access to contract ordering information, terms and conditions, up-to-date pricing and the option to create an electronic delivery order is available through GSA Advantage!, a menu driven database system. The INTERNET address for GSA's Advantage is: <http://www.gsaadvantage.gov>
For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.fss.gsa.gov>*



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YEAR UP: OVERVIEW

BACKGROUND

Founded in 2000, Year Up's mission is to close the "Opportunity Divide" facing urban young adults through an innovative educational and experiential learning workforce development program. Year Up is designed as an alternative pathway for "disconnected" youth to enter livable-wage careers and postsecondary education.

Year Up is an 11-month, integrated 2-phase educational program comprised of a Learning and Development phase, focused primarily on teaching students IT skills, and an Internship phase. The program combines high expectations with a high level of support: a Student Code of Conduct contract governs behavior and holds students accountable for their work, while access to social workers, advisors, mentors, and tutors provides the network of support that encourages them to achieve their potential.

A recent evaluation of the Year Up program conducted by the Economic Mobility Corporation found that attending Year Up boosted a young adult's annual earnings by an average of 30 percent compared to a control group. The study was a randomized controlled trial. Mobility president Mark Elliott called this "the most exciting evaluation results we've seen in youth employment in 20 or 30 years – and the first to show a really substantial earnings gain."

Many federal agencies offer internship programs for students enrolled in four year programs or for students able to volunteer their time. Year Up targets local students that have not had access to four year degree programs, primarily due to funding or family challenges, and are now enrolled in college, through Year Up, as a pathway to a four year degree. Furthermore, Year Up serves low income students that could not afford to participate in unpaid internship opportunities. Partnering with Year Up ensures agencies access local, diverse, IT focused talent.

Year Up saves agencies time and money by providing pre-screened, pre-trained interns with practical and relevant technical and professional skills. No reviewing of resumes or traditional interviews are required due to Year Up's expertise in student recruitment, training, and placement.

INTERNSHIP CYCLES

Two Internship Cycles, each 26 weeks, ensures a consistent source of interns.

- **Cycle 1: August 1 – End of January**
- **Cycle 2: February 1 – End of July**

Due to Year Up’s academic calendar, Year Up only matches interns to start during these dates. Security backgrounds must be completed in advance to ensure an on-time start in August/February. Students spend up to 36 hours per week at their internship sites, and an additional 2 class hours per week in Year Up classrooms for additional development and professional training.

Year Up welcomes multiyear engagements. Federal agencies will host interns on 2 cycles, January-August, July-February in a given year. Internship partners are able to renew at the end of the cycles. Internship partners may not keep an individual student beyond one cycle.

The purpose and intent of the Year Up Internship Program is to provide on-the-job training to students who are concurrently enrolled in the Year Up program, a non-profit experiential training program, and in a local institution of higher education. The training offered the Interns is similar to that which would be given in a vocational school. The training is for the benefit of the Intern(s).

The Interns do not displace regular employees, but will work under their close supervision. Internship Partners derive no immediate advantage from the activities of the Interns, and Interns are not entitled to a job with Internship Partner at the conclusion of the training period. Interns are not entitled to wages for time spent in training or performing activities.

HOW YEAR UP IDENTIFIES, RECRUITS, AND PLACES INTERNS

QUALITY CONTROL

Year Up’s internship program rigorously ensures strong review procedures in the administration of the program. Year Up staff work actively to ensure that students are matched appropriately with its partners by evaluating each student and by identifying each partner’s organizational culture, expected role for interns, and location, among other factors. Donald Ger, National Director of Partners and Innovation, manages Year Up’s Directors of Partners at each site to ensure high quality control. Year Up staff works in conjunction with internship site supervisors at the partner organization to ensure that professional expectations are being met. Year Up staff work individually with each Partner’s supervisors to solve problems as they arise. Year Up employs clear processes to ensure quality control in: (1) Recruitment; (2) Student Eligibility, Application Processing and Evaluation; (3) Matching/Placements; (4) Internship Management; and (5) Student Tracking.

RECRUITMENT AND STUDENT ELIGIBILITY, APPLICATION PROCESSING AND EVALUATION

Year Up recruits high-quality, diverse, local college students interested in information technology. The students who are accepted for admission into the Year Up program are local 18–24 years olds and from the population of underserved, disconnected young adults whom it is Year Up’s core mission to serve. The application for admission is designed to ensure that students who are admitted are motivated and driven and have the requisite educational background. Selection criteria are based on the student’s readiness to commit to a year-long program, eligibility to enroll and succeed in college courses, and ability to pass background screenings of federal agencies.

To enroll in the Year Up program, applicants:

- Provide high school transcripts indicating graduation or GED certificate, written essays, current resume, and letters of recommendation.
- Participate in an initial screening conversation, individual and group interviews.
- Pass a learning assessment that identifies basic academic preparedness.
- Pass a drug and background check.

Students earn an internship if they successfully:

- Complete and pass all college credit coursework.
- Demonstrated professional behavior as observed by Year Up staff in Week 14 and Week 21 evaluations.

SELECTION AND SCREENING OF INTERNS

Upon acceptance into the program, students must complete the 21-week Learning and Development phase to be considered ready for an internship. Students undergo a rigorous 360 degree evaluation process twice during the Learning and Development phase to determine readiness for an internship. After 21 weeks, students that have passed their courses and are in good standing with the Year Up “Student Code of Conduct Contract” are allowed to start their internships. Students must also sign the “Internship Contract” with Year Up that outlines expectations and communication procedures once on their internship.

TRAINING OF INTERNS

Year Up, in partnership with a local institution of higher education, provides foundation training in the “CISCO IT Essentials Curriculum” as preparation for A+ Certification exams. Year Up students also complete courses in business communications, professional skills, and personal finance. In addition to the college credits earned (up to 18, depending on the region) during the Learning and Development phase of the Year Up program, all Year Up students earn at least three (3) college credits from the college partner for successfully completing the six-month internship.

Once on internship, the interns are required to attend an internship management class on site at Year Up once a week. The internship management class include further training in business communications and problem solving and critical thinking; completion of a career/professional portfolio; participating in a Resume Workshop and Mock Interviews; listening to guest speakers, including successful Year Up alumni; and other activities.

PLACEMENT OF INTERNS

Year Up goes through extensive efforts to match students with its internship partners. Matching is done by members of the Year Up Internship team and Year Up academic instructors. During the matching process, Year Up Partner Relations Managers and staff members qualify the opportunities with internship partners by asking a series of questions to ensure the opportunity aligns with the academic training of the students. Year Up Partner Relations Managers meet with the potential internship partners to learn and document the internship task description, office culture, background security requirements, and work hours.

Once all the data is collected, Year Up matches students to internship opportunities. This process is done collaboratively by members of Year Up's internship team and academic instructors. The selection of the student is solely made by Year Up. Through Year Up's vigorous admissions process and relationship with students, Year Up staff can review background records and have candid conversations with students about financial history and past behaviors. Therefore, Year Up only provides students that meet an agency's specific security requirements.

Once a student is matched with an opportunity, the internship partner is notified and a "Meet and Greet" is scheduled. This meeting is an opportunity for the Partner Relations Manager to outline expectations. This process ensures the student and the internship partner are set up for success.

Year Up will provide qualified interns to observe and learn a variety of computer support oriented tasks to include but not limited to:

- Helpdesk
- Customer Support
- Desktop Support
- QA Software Testing
- Business Operations/Administration

INTERNSHIP MANAGEMENT, SUPERVISION AND EVALUATION

Year Up's Internship Coordinators and Partner Relations Managers coordinate communication with the internship site supervisors to provide an ongoing measure of student progress and overall program effectiveness. In addition to submitting weekly timesheets to Year Up to identify patterns in late or absences, interns complete weekly status reports, and site supervisors provide seven (7) week and fourteen (14) week evaluations of the interns. The evaluations are shared with the interns by their advisors during the weekly on site internship management class. Throughout the internships, Year Up surveys supervisors and visits partners to ensure that students are engaging in valuable internships. Every Year Up student that starts an internship is assigned a Year Up Partner Relations Manager (PRM) who manages student performance while on internship. Year Up Partner Relations Managers:

- Coordinate a “Meet and Greet” between the student and internship partner to ensure both are aware of Year Up’s expectations.
- Communicate with the internship partners to provide an ongoing measure of student progress and overall program effectiveness.
- Track patterns in late and absences by receiving attendance records from Year Up students while on internship.
- Review weekly status reports submitted by Year Up students on internship to ensure the student is meeting Year Up’s expectations (i.e., engaging in a meaningful internship experience).
- Visit regularly the students at the site of the internship partner to ensure the students are meeting expectations of the Year Up program
- Send surveys to agency mentor for feedback and share the surveys with the students during the weekly on site internship management class. The program feedback is shared with the Year Up’s senior management and the Board of Directors.

Internship Partners are instructed to communicate any performance issues to their designated Partner Relations Manager. In instances where a student exhibits challenges meeting expectations, Year Up has multiple layers of support to help the student modify his or her behavior. Year Up will immediately address concerns with a conversation and document the student’s challenges. If patterns are identified, the Partner Relations Managers will outline the exact behaviors that need to change in order to meet expectations and develop, with the student, an Action Plan to change the behavior. Year Up’s dedicated Student Services team, made up of social workers, will also work to connect the student to resources.

The Federal Partner Relations Manager oversees all Year Up federal internship partnerships. This person, located in the National Capital Region, is responsible for federal sales, procurement agreements, and contract administrator responsibilities. The Federal Partner Relations Manager will introduce the agency partner to the local Year Up Partner Relations Manager, who provides support to the Year Up student during their internship.

PRICES

AUTHORIZED GSA PRICES FOR 26 WEEK INTERN PROGRAM BY REGION, EFFECTIVE MARCH 2012

City	Weekly Rate*
National Capital Region (DC/VA/MD)	\$892.75
Atlanta, Georgia	\$872.80
Baltimore, Maryland	\$872.80
Boston, Massachusetts	\$872.80
Chicago, Illinois	\$872.80
New York, New York	\$872.80
Providence, Rhode Island	\$872.80
San Francisco, California (Bay Area)	\$872.80
Seattle, Washington	\$892.75

***All prices listed are net; prices include all applicable discounts and are inclusive of the Industrial Funding Fee.**

VOLUME DISCOUNT

There will be an additional 2% discount on any individual task order with a value that exceeds \$690,000.

CUSTOMER INFORMATION

- 1A. AWARDED SPECIAL ITEM NUMBER (SIN):** 595-21: Recruitment, Internal Placement and Training of Undergraduate Student Interns
- 1B. RATES:** See “Prices” section, above
- 2. MAXIMUM ORDER:** There is no limit on the size of any task order issued under a GSA Schedule contract. If the best value selection places your order over \$1 million for a task order, Year Up has the option of declining the order.
- 3. MINIMUM ORDER:** \$100
- 4. GEOGRAPHIC COVERAGE:** Domestic
- 5. POINTS OF PRODUCTION:**
Year Up, Inc.
93 Summer Street
Boston, MA 02110
- 6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE:** Government net prices (discounts already deducted). See “Prices” section.
- 7. VOLUME DISCOUNTS:** See “Prices” section.
- 8. PROMPT PAYMENT TERMS:** Net 30 days
- 9. GOVERNMENT PURCHASE CARDS:** Accepted at, below, and above the micro-purchase threshold.
- 10. FOREIGN ITEMS:** None
- 11A. TIME OF DELIVERY:** As specified in task orders.
- 11B. EXPEDITED DELIVERY:** Contact Year Up.
- 11C. OVERNIGHT AND 2-DAY DELIVERY:** Contact Year Up.

11D. URGENT REQUIREMENTS: Contact Year Up.

12. F.O.B. POINT(S): Destination

13A. ORDERING ADDRESS:

Year Up, Inc.
1560 Wilson Blvd., Suite 350
Arlington, VA 22209
GSAcontract@yearup.org
Tel.: 703-312-9327
FAX: 703-312-7986

13B. ORDERING PROCEDURES: Ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage.

14. PAYMENT ADDRESS:

Year Up, Inc.
93 Summer Street
Boston, MA 02110

15. WARRANTY PROVISION: N/A

16. TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE: Contact Year Up.

17. DATA UNIVERSAL NUMBER SYSTEM (DUNS) NUMBER: 09-012-1190

18. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE: Registered

CONTACT US

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empowering urban talent
to reach their potential