

Subject: Public Comment for Executive Committee Special Meeting, Monday, June 1, 2020 Agenda Item IV.B.4
Date: Monday, June 1, 2020 at 10:26:04 AM Pacific Daylight Time
From: Tammy Aguilera
To: Thoo, Lawrence
CC: Jonathan Zeigler, Sean Guess, Ryan Salzer
Attachments: image001.png, image002.png, image003.png, image004.png, image005.png, image006.png, image007.png, image008.png

[External Email]

Good Morning Mr. Thoo:

Eckerd Connects appreciates the opportunity to provide public comment regarding the selection process and recommendation for the Career Services RFP.

1. The Agenda highlights the connection ResCare has in other communities with the local libraries. Eckerd Connects, as identified in our proposal, is already working with the local libraries in the San Jose area. Prior to the pandemic, we were providing in-person workshops and currently have been providing online workshops with input from the librarians. We are already in this community – providing this service.
2. The Agenda highlights ResCare’s ability to offer extended hours. Eckerd Connects also identified in our proposal that staff are able to conduct services, particularly via online platforms, during extended hours.
3. The Agenda Item indicates Eckerd Connects did not submit contract performance data for the San Jose area. It should be noted that performance data for our current contract was provided in response to Question 5, which reads in part, Please describe your organization’s experience serving diverse customers and Indicate performance requirements and related performance data to substantiate your success with these or similar populations. As we do not have the scores for each section, we are not sure how this affects the overall scoring for this section.
4. Eckerd Connects would advocate for maintaining a single provider in South County. Given that Eckerd Connects scored higher (82.5) than IRC (79) in the youth evaluation, we respectfully request reconsideration of the recommendation made to award IRC the youth services in the South County area. This is a small community and the addition of another provider operating under work2future causes confusion for employers and the community in general. Both agencies, Eckerd and IRC, would be contacting the same employer and partner communities for assistance with serving our clients creating a duplication of effort and services.
5. We believe that a transition to different providers during this time of a Pandemic will be a disservice to the staff, clients and partner and employer community. Clients have already demonstrated an increased need to connect with their career advisors, employers and training providers. We request reconsideration for a change in service providers, particularly during this difficult time.

Eckerd Connects is an established, incumbent provider delivering impactful services in the San Jose/Santa Clara County Region with a trained, professional staff team in place. We request that these important factors are considered during your review and decision-making process.

Thank you for your consideration.

Tammy Aguilera

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