

Questions/Answers for Customer Service Training RFP

February 12, 2018

Question: How does this RFP differ from previous RFPs for Customer Service Training issued by TACHC?

Response: This RFP requests a train the trainer methodology. Participants in the training should be able to facilitate customer service trainings back at their health centers utilizing materials provided and techniques learned at one of the four regional train the trainer sessions. The previous RFPs have not been requested support tools and specific trainings to take back to the health center.

Question: So, you are looking for a one day customer service training workshop to be presented four times at the four regional locations and you are looking for a script and power points to be given at the end of the day to you for your trainers so they can teach what they saw presented in that one day workshop? Is that correct?

Response: The RFP allows for flexibility in the proposals. The training at the four regional locations should be the same and at the end of the training, the participants should have materials to present effectively at their health center.