



REQUEST FOR PROPOSAL (RFP)

RFP#

TITLE: TRAINING VENDOR



Introduction: St. John's Community Health, a Federally Qualified Health Center (FQHC), is seeking proposals from qualified vendors to provide customer service training for our staff. Our goal is to enhance patient experience, improve communication, and ensure a consistent standard of service across our organization.

Background Information

St. John's Community Health provides comprehensive healthcare services to underserved populations. As an FQHC, we prioritize patient-centered care and seek to improve service delivery through effective customer service training. The selected vendor will help equip our staff with skills to engage patients respectfully, handle difficult situations, and provide compassionate care.

Scope of Work:

The selected vendor will be expected to:

- Develop and deliver a comprehensive customer service training program tailored to an FQHC environment.
- Provide training for front-line staff, medical providers, and administrative personnel.
- Address topics such as effective communication, patient engagement, conflict resolution, cultural competency, and de-escalation techniques.
- Offer a variety of training formats, including in-person, virtual, and on-demand learning options.
- Provide post-training resources and assessments to measure training effectiveness.



- Customize training content to align with our organization's values, patient demographics, and regulatory requirements.

Proposal Requirements

Interested vendors should submit a proposal including the following:

1. Company Information:

- Name, address, and contact details.
- Brief history and relevant experience, particularly with healthcare organizations.

2. Training Approach & Methodology:

- Overview of training programs and delivery methods.
- Customization capabilities for FQHC-specific needs.
- Sample training materials or course outlines.

3. Trainer Qualifications:

- Bios of trainers, including relevant certifications and experience.

4. Implementation Plan & Timeline:

- Proposed training schedule and duration.
- Options for ongoing support and refresher training.

5. Evaluation & Reporting:

- Methods for assessing training effectiveness.
- Tools for measuring staff improvement and patient experience impact.



6. Cost Proposal:

- Detailed breakdown of costs, including fees for different training formats.
- Any additional costs for materials, travel, or post-training support.

7. References:

- At least three references from similar organizations that have used your services.

EVALUATION CRITERIA

Proposals will be evaluated based on the following criteria:

- Relevance of experience and expertise in healthcare/FQHC customer service training.
- Training approach, customization ability, and effectiveness.
- Trainer qualifications and experience.
- Cost-effectiveness and value.
- Feedback from references.

Submission Instructions

Deadline: 2/28/2025

Submission Method: Submit electronically to brenteria@sjch.org with the subject line: "RFP Submission: Training Vendor."

Questions: Direct inquiries to Brenda Renteria at brenteria@sjch.org.