

**ADDENDUM ONE TO THE REQUEST FOR PROPOSALS (RFP) NF-TSP2223-RFP
NEW FREEDOM: TAXICAB SERVICES PROGRAM (TSP)**

Pursuant to Section 7.5, Proposers' Questions, of the RFP, this Addendum One provides answers to question(s) received in response to RFP No: NF-TSP2223-RFP

Question #1

Is the service limited to only patient or include spouse?

Answer #1

The Taxicab Services Program (TSP) is for older adults (age 60 and over) and adults with disabilities. The enrolled client does not need to be a patient and each person must apply and be enrolled to receive services; however, an enrolled client can have one to two people travel with them at no cost when they schedule and take a ride. If an individual or spouse is not enrolled in the program, they cannot schedule and take a trip on their own; however, as stated above a spouse can ride with their enrolled partner.

Question #2

Will the service be free of charge?

Answer #2

Yes, the Taxicab Services Program is free for enrolled clients.

Question #3

Is the service limited in pick-ups?

Answer #3

Yes, the TSP provides four (4) trips or 40 miles (whichever comes first) per month per enrolled client.

Question #4

Will service to- and from- destination count as one pick up?

Answer #4

No, a roundtrip counts as two separate trips: 4-trip limit per month.

Question #5

Is this a new program or an existing program?

Answer #5

The TSP is an existing program that was implemented in December 2017.

Question #6

If it is an existing program who are the incumbents?

Answer #6

The current TSP vendor is Administrative Services Cooperative.

Question #7

What is the anticipated monthly trip volume?

Answer #7

The anticipated monthly trip volume fluctuates depending on how many clients are enrolled and the time of year. Trips significantly increase during the three fall/winter holidays. The anticipated trip volume is 525.

Question #8

What is the average number of monthly users?

Answer #8

The average is 175 monthly users. While the monthly average number of users fluctuate, the enrollment for 2021 was 2,100 total clients. Each enrolled client was able to take four (4) one-way trips or 40 miles per month. In the past four years, our enrolled clients have not used their maximum trip allotment. Trips/miles do not roll over at the end of the month.

Question #9

What is the average trip length?

Answer #9

The average trip length was about 12 miles per trip in 2021.