



**NEW HANOVER COUNTY
FINANCE DEPARTMENT, PURCHASING DIVISION
ADDENDUM 1
QUESTIONS AND ANSWERS**

From: Lena Butler, Purchasing Supervisor
To: All Proposers
Project: Non-Emergency Transportation
Date: June 9, 2022

This Addendum is related to the County's Request for "RFP-Non-Emergency Transportation" and is hereby made a part of said Request for Proposals to the same extent as though it were originally therein.

1. On our virtual meeting last week, I brought up the insurance for taxicabs. Karen mentioned that she would make a note of it. I just wanted to ask that you lower the Auto liability insurance limits to 100/300. We currently have 100/300 Auto liability, and that meets the state requirements. In your RFP it asks for 1 million. Taxicab insurance is the highest in the transportation industry. We would not be able to afford any higher Auto liability insurance limits.

For the Non- Emergency Transportation Services RFP for the Department of Social Services and Senior Resource Center, the County is amendable to accepting the limits of \$300,000 Bodily Injury (Per Person); \$100,000 Bodily Injury (Per Accident); \$50,000 Property Damage (Per Accident; Any Auto including Hired & Non-owned Liability; \$2K Medical Payments Coverage for Auto Liability Coverage for Taxi Transportation Services only.

However, the County strongly recommends that taxi companies consider increasing their coverage to protect themselves and the citizens of New Hanover County to coverage limits of \$500,000 Bodily Injury (Per Person); \$500,000 Bodily Injury (Per Accident); \$500,000 Property Damage (Per Accident; Any Auto including Hired & Non-owned Liability; \$2K Medical Payments Coverage.

2. The 2nd question to be addressed came from a Social Service Staff member concerning companies providing a copy of their rider disciplinary policies.

The official response to this inquiry is as follows:

The Department of Social Services and Senior Resource Center request that all potential vendors must include a copy of their rider disciplinary policy.

End of Addendum 1