

# CITY OF NEW ORLEANS

HELENA MORENO  
MAYOR

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CHIEF PROCUREMENT OFFICER

## SOLICITATION ADDENDUM

**Addendum Date:** March 25, 2026

**Solicitation Number:** 4638

**Solicitation Title:** RFI Curbside Management Enforcement Services,  
Parking Meters

**Solicitation Deadline Date and Time:** April 7, 2026 @ 4:00PM

**Addendum Number:** 3

**Purchasing Designated Official:** Maxie M. Birch  
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THE BUREAU OF PURCHASING HERewith ISSUES THIS ADDENDUM TO THE ABOVE-REFERENCED SOLICITATION. EXCEPT AS MODIFIED BELOW, ALL OTHER ASPECTS OF THE ORIGINAL SOLICITATION REMAIN IN EFFECT.

CAREFULLY READ, REVIEW AND ADHERE TO ALL MODIFICATIONS TO THE SOLICITATION IN THIS ADDENDUM.

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## PRE-SUBMITTAL CONFERENCE

- N/A

## QUESTIONS AND ANSWERS

- Questions received are as follows:

### Question 1 - Credit Card Settlement Structure

Are credit cards settled directly to the City's bank accounts or are they settled through the operator's merchant ID number (MID)?

**Response 1:** Credit card payments are processed through the operator's merchant accounts, not directly to City bank accounts. For parking citations and related fines, the operator processes payments through its

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merchant accounts, then remits collected funds to the City via periodic deposits to the Bureau of Treasury. Credit card processing fees are invoiced to the City as a passthrough expense.

For parking meter transactions, the meter management operator similarly processes credit card and mobile payments through its merchant accounts and remits net proceeds (gross revenue minus credit card processing fees) to the City via wire transfer.

The City is open to exploring alternative settlement structures through this RFI process and any subsequent procurement, including direct settlement to City bank accounts. Respondents are encouraged to describe their recommended approach and the advantages and disadvantages of different settlement models.

### **Question 2 - Metered Spaces Out of Service**

Does the City take meters out of service routinely for such things as road construction? If so, about how many spaces are taken out of inventory each month? Does that impact the operator's reimbursement that is based upon number of spaces?

**Response 2:** Yes, the City does, on occasion, take meters or pay stations out of service in connection with road construction or similar infrastructure work. This typically occurs only when there is a direct impact to the curb space, sidewalks, or roadway.

The number of parking spaces affected can vary depending on the scope and location of the construction, so there is no consistent monthly average. Full removal of meters or pay stations is relatively rare. More commonly, during construction or related activities, meters remain in place but are temporarily bagged and designated as "No Parking" zones.

The City's current meter management contract utilizes a per-space monthly fee based on a total inventory of approximately 4,000 metered spaces. The vendor's reimbursement is not affected by temporary out-of-service situations.

### **Question 3 - Preferred Pricing Model**

Does the City have a preferred pricing model (e.g., per-transaction, SaaS subscription, revenue share), or is it seeking vendor recommendations?

**Response 3:** The City is seeking vendor recommendations on pricing and compensation models through this RFI. The City's current contracts utilize several pricing structures:

- Per-citation fees for ticket processing services
- Tiered per-boot fees for booting operations
- Per-space monthly fees for meter management
- Passthrough of credit card processing fees at cost

The City is interested in understanding the full range of models available in the current market, including per-transaction fees, subscription-based pricing, revenue sharing, performance-based incentives, hybrid approaches, or other structures respondents believe would effectively align vendor and City interests.

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Respondents should describe the advantages, disadvantages, and risk allocation of their recommended approach.

## **Question 4 - Operational Pain Points**

Are there specific operational pain points or inefficiencies in the current model that the City is seeking to address?

**Response 4:** The City's primary objectives for this procurement include:

- Modernizing enforcement technology and data systems
- Improving operational efficiency and reporting transparency
- Ensuring seamless integration across enforcement, adjudication, permitting, collections, and meter management functions
- Enhancing the customer experience for residents and visitors
- Ensuring robust data ownership and portability
- Optimizing collection rates
- Supporting the City's DBE participation goals

The City welcomes respondent perspectives on common operational challenges in curbside management programs of similar scope and scale, and how their solutions address those challenges. Respondents with experience transitioning municipal clients from legacy systems or integrating previously separate enforcement and meter operations are encouraged to describe lessons learned.

## **Question 5 - Staffing Model**

Does the City intend to retain its current staffing model for enforcement, booting, and customer service in a future procurement, or is it open to expanded managed services?

**Response 5:** The City is open to exploring various staffing models through this RFI process. The current structure involves a combination of City personnel and contracted services for enforcement, customer service, and booting operations.

The City is interested in understanding the advantages and disadvantages of different staffing approaches, including fully managed services, hybrid models, and technology-enabled staffing optimization. Respondents are encouraged to describe their recommended staffing approach, including personnel qualifications, training programs, supervision structures, and how their model addresses workforce continuity, local hiring, and compliance with the City's living wage requirements.

## **Question 6 - Additional Pricing Models Beyond RFI Examples**

Is the City interested in exploring additional pricing models and contract frameworks beyond the specific examples provided in the solicitation (RFI Question 4)?

**Response 6:** Yes. The examples provided in RFI Question 4 (per-transaction fees, subscription models, revenue sharing, performance-based pricing, and hybrid approaches) are illustrative, not exhaustive. The City welcomes respondent recommendations on any pricing models or contract frameworks that

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respondents believe would effectively align vendor and City interests, optimize value, and reflect current industry best practices. Respondents should explain the rationale for their recommended approach.

**DEADLINE(S)**

- N/A

**ATTACHMENT(S)**

- N/A

**OTHER INFORMATION**

- N/A

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**DO NOT FORGET TO ACKNOWLEDGE THIS ADDENDUM AS REQUIRED BY THE SOLICITATION.**  
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**JAMES SIMMONS  
CHIEF PROCUREMENT OFFICER  
[END OF SOLICITATION ADDENDUM]**