SAINT PAUL
HUMAN RIGHTS & EQUAL ECONOMIC OPPORTUNITY

DEPARTMENT OF HUMAN RIGHTS &
EQUAL ECONOMIC OPPORTUNITY (HREEO)

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City of Saint Paul Request for Information (RFI)

Section 0: Twin Cities Carshare Service Provider

City of Saint Paul
Department of Public Works
EVENT 1781
Request for Information (RFI): Twin Cities Carshare Service Provider
Issue Date: October 28th, 2026

Section 1: RFI Overview

The City of Saint Paul is issuing this Request for Information (RFI) to gather valuable information from the vendor community and other stakeholders. The information obtained through this RFI will help the City identify next steps in procurement (Request for Proposals, Invitation to Bid, etc.) of services to achieve stated goals. The City is interested in learning about technologies, innovations, and approaches that can help achieve the objectives of carshare operations in the Twin Cities Metro.

Purpose:
This RFI seeks to understand the capabilities and offerings in the market that align with the City of Saint Paul's goals. Specifically, we are interested in solutions that can support the Cities of St Paul and Minneapolis in meeting climate and equity goals while filling the service gap left by HOURCAR's departure from the market.

Note:
This Request for Information (RFI) is for informational purposes only and no contract will be awarded as a result. Participation or lack of participation in this RFI will have no impact on the evaluation of responses to any subsequent RFP or Invitation to Bid (ITB). All responses will be used solely for information and planning purposes. Please be aware that all responses to this RFI will be considered public records in accordance with the Minnesota Government Data Practices Act.

Section 1.1: RFI Contact

The designated contact for this RFI is:

Erin Kayser
Program Coordinator
Department of Public Works
Email: erin.kayser@ci.stpaul.mn.us
Phone: 1-651-266-6246

This individual is the only authorized contact for this RFI.
All questions must be submitted on Supplier Portal via www.stpaulbids.com.

Section 1.2: Submission Details

Responses to this RFI should be submitted via Supplier Portal at www.stpaulbids.com. Please include "Twin Cities Carshare Service Provider" in the subject line of your email. The submission should include:

- A cover letter summarizing your response.
- Responses to the specific questions and information requests outlined in this RFI.
- Any supporting documentation you wish to include.

Submission Deadline:
Responses must be received no later than 3PM CST Friday, November 13th, 2026. Late submissions may not be considered.

Section 1.3: RFI Timeline

Please review the following timeline for this RFI. Note that dates may be modified or amended by the City of Saint Paul, and any changes will be posted as an amendment to this RFI.

- **RFI Released:** October 28, 2026
- **Deadline for Questions:** 3PM CST of Wednesday, November 4th, 2026
- **Addenda** (if needed): Friday, November 6th, 2026.
- **Responses Due:** 3PM CST of Friday, November 13th, 2026

Section 2: Background Information

The City of Saint Paul has initiated this RFI due to the sudden exit of HOURCAR from the Twin Cities carshare market. HOURCAR was the fleet operator for Evie Carshare, an all-electric carshare program that used city-leased vehicles to provide services to St Paul and Minneapolis. The City's current approach includes reviewing alternative operators who may be able to stand up services quickly and act as an interim operator until longer term solutions can be solidified to sustain carshare in the market. We are seeking information on how operators could act with similar circumstances to ensure continuity and effectiveness.

Section 2.1: Goals and Outcomes

The City of Saint Paul seeks to achieve the following goals through this RFI:

- Goal 1: Continue providing service in existing carshare service footprint.
- Goal 2: Leverage existing resources and member-base to restart carshare services in the Twin Cities until a longer term solution for carshare inclusion in public transportation funding materializes.
- Goal 3: Increase transparency and partnership opportunities for collaboration around long-term sustainability for carshare programming.

The City anticipates that the information gathered through this RFI will inform next steps in procurement (Request for Proposals, Invitation to Bid, etc.) of services to achieve these outcomes.

Section 2.2: Background

Since 2021, the City of Saint Paul, in partnership with the City of Minneapolis, has provided fleet vehicles to a carshare service provider operating within a service area that spanned portions of both cities. The fleet vehicles were used primarily for free-float, one-way carshare, but the City of Saint Paul was in the midst of an expansion that would provide hub-based service to key transit destinations outside the service area. This model allowed for intentional expansion to new service areas with less resource allocation to areas where the market needed growing.

Since the initial program launch, the City of Saint Paul contracted with HOURCAR, a non-profit carshare operator, to add the City-leased vehicles to their existing fleet of HOURCAR vehicles. The City provided the vehicles at no-cost and HOURCAR covered all expenses (including operations, maintenance, insurance and customer service) from earned revenue augmented by periodic external philanthropic funding.

In 2026, the impact of increasing insurance costs combined with reduction in federal funding opportunities led to the abrupt closure of HOURCAR. The City of Saint Paul retains the leases on 180 all-electric vehicles and is seeking information from potential vendors in an effort to replace HOURCAR service with a similar arrangement. The overall goal is to continue carshare availability to the residents of St Paul and Minneapolis, leveraging the existing secured resource of an all-electric fleet of 180 vehicles with leases through May 2028.

Section 3: Information Requested

The City of Saint Paul is particularly interested in the following information from respondents:

Section 3.1: Who We're Looking For

The City is especially interested in hearing from:

- Vendors with expertise in car-share; specifically operating models that incorporate free-float operations
- Operators familiar with public-private partnerships including co-created resilience and equity goals
- Subject matter experts in transportation equity; with a focus on carshare as a viable first/last mile solution.

Section 3.2: What We're Looking For

Respondents are invited to provide information on the following topics (all optional):

- **Experience and Fit**: What markets do you operate in today? How many vehicles and members do you have in each? Please provide specific details on cold-climate cities. Does your organization have experience relaunching or replacing another operator's services? If so, what efforts were made to ensure continuity for existing members?
- **Coverage and Fleet**: What service model do you propose (station-based, free-float, hybrid), and why does it fit in the Twin Cities? What locations would be prioritized for relaunch? How would growth be evaluated? What is the minimum and maximum fleet size your operations would require?
- **Member Experience and Access:** What are your membership requirements and expectations? What challenges do you predict for existing members adapting to new service? What experience do you have with discounted or alternative payment programs do you offer for low-income, unbanked or older residents?
- **Equity and Resilience**: What is your experience working with carshare as a mechanism for expanding transportation access to underserved communities? What is your experience in using carshare as a mechanism for reducing climate impacts from individual car ownership?
- **Reliability:** What is the optimal staff size for similar operations in the Twin Cities? What are your cleaning, inspection and maintenance schedules? What are your response times for breakdown, crash or vehicle left in restricted area?
- **Financial Operating model**: What is your predicted revenue from users to fund operations? Do you anticipate a need for external funding sources? If so, which potential sources have you identified or would you explore?

Please limit your response to 10 pages. Additional attachments may be included if relevant.