



505 Third Street
Hudson, Wisconsin 54016-1694
www.hudsonwi.gov

10/6/2025

Request for Proposal (RFP)

Title: AI Website Services, Data Management, and City Permit and License Processing

Introduction: The City of Hudson is seeking proposals from qualified vendors to provide AI-driven website services, data management solutions, and city permit processing systems. The goal is to enhance our digital presence, improve data management, and streamline the permit processing workflow. The City is not replacing our current Computer Operations or Contracted Computer Services through CIT Services. This project is looking to streamline and make our website service engine, current data management and storage, and create and organize multiple City permits, licensing, reservations, rentals, and inspections.

Current Computer Operations and Permitting: The City of Hudson currently uses the city's server for basic storage of most day to day operational records and Laserfiche for storing of various records. We have a GIS department for land use records and mapping and this is connected with St. Croix County GIS. The Clerks Office uses License Manger for all our licenses, Casselle, Microsoft SharePoint, Laserfiche for voter registrations and absentee applications only, Election Worker, and Permit Works for building inspections. The Fire Department utilizes First Due for their fire inspections and site visits. Community Development Uses Laserfiche, Permit Works, ESRI GIS, AutoCAD, Parking utility program through Heartland, and Passport for mobile pay. Community development stores much of their information through OneDrive. Finance also stores to OneDrive, but there may be a desire to transition to SharePoint.

Scope of Work:

1. AI Website Services:

- Design and develop a modern, user-friendly website with AI-driven features.
- Implement AI-based search functionality to improve user experience.
- Integrate AI chatbots for customer support and information dissemination.
- Ensure the website is mobile-responsive and accessible to all users.
- Provide ongoing maintenance and support.

2. Data Management:

- Develop a comprehensive data management system to store, organize, and retrieve city data efficiently.
- Implement data security measures to protect sensitive information.
- Provide data analytics tools to generate insights and reports.
- Ensure compliance with relevant data protection regulations.
- Must be able to follow and maintain the Wisconsin records retention schedule.
- Should be able to utilize advanced technologies such as Intelligent Character Recognition for scanned records.

- Provide training and support for city staff.
- 3. **City Permit Processing:**
 - Develop an online permit processing system to streamline workflows for the application, review, and approval process.
 - Implement features for tracking permit status and notifications.
 - Integrate with existing city systems and databases.
 - Provide user training and support.
 - Ensure the system is secure and compliant with relevant regulations.

Proposal Requirements:

- Company background and experience in providing similar services.
- Detailed project plan and timeline.
- Cost breakdown for each component of the project.
- References from previous clients.
- Description of the team that will be assigned to the project.
- Any additional services or features that the vendor can provide.
- The software system selected will need to integrate with Caselle for deposits and online payments.

Evaluation Criteria:

- Experience and qualifications of the vendor.
- Quality and comprehensiveness of the proposal.
- Cost-effectiveness of the proposed solution.
- References and past performance.
- Ability to meet the project timeline.

Submission Details:

- Proposals must be submitted by September 15, 2025.
- Submit proposals to Brentt P. Michalek, City Administrator.
- For any questions or clarifications, contact City Administrator, bmichalek@hudsonwi.gov

Timeline:

- RFP Issued: 10/6/2025
- Proposal Submission Deadline: 10/20/2025 12:00pm
- Interviews (if needed): 10/27/25 – 11/7/2025
- Vendor Selection: November 2025
- Contract for Council: November/December 2025
- Project Start Date: January 2026
- Project Completion Date: April 2026

Terms and Conditions:

- The City of Hudson reserves the right to reject any or all proposals.
- The City of Hudson is not responsible for any costs incurred by vendors in preparing their proposals.
- The selected vendor will be required to enter into a contract with the City of Hudson.

Please review and let me know if there are any specific details or changes you would like to make.