



CITY OF DORAL COUNCIL MEETING MEMORANDUM

ITEM TITLE:

A RESOLUTION OF THE MAYOR AND THE CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, AUTHORIZING THE CITY MANAGER TO AWARD INVITATION TO NEGOTIATE ITN-2025-20 “AI-POWERED CHATBOT SOLUTION FOR THE CITY OF DORAL” TO TYLER TECHNOLOGIES, THE MOST RESPONSIVE AND RESPONSIBLE PROPOSER; AUTHORIZING THE CITY MANAGER TO ENTER INTO AN AGREEMENT WITH TYLER TECHNOLOGIES FOR THE PROVISION OF AN AI-POWERED MUNICIPAL CHATBOT SOLUTION TO SUPPORT CITY SERVICES, IN AN AMOUNT NOT TO EXCEED DEPARTMENTAL BUDGETED FUNDS, FOR AN INITIAL PERIOD OF THREE (3) YEARS, AS DETERMINED TO BE IN THE BEST INTEREST OF THE CITY, WITH THE OPTION TO RENEW TWO (2) ADDITIONAL ONE-YEAR (1) PERIODS UNDER THE SAME TERMS, CONDITIONS, AND PRICES OF THE CONTRACT; AUTHORIZING THE CITY MANAGER TO APPROVE AS QUALIFIED SERVICE PROVIDERS THE SECOND AND THIRD HIGHEST-RANKED PROPOSERS UNDER THIS ITN; AUTHORIZING THE CITY TO NEGOTIATE WITH THEM IF THE TOP-RANKED PROPOSER IS UNABLE TO FULFILL THE FULL SCOPE OF WORK OR MEET THE TERMS AND CONDITIONS REQUIRED UNDER THE ITN; AUTHORIZING THE CITY MANAGER TO EXECUTE THE AGREEMENT AND EXPEND BUDGETED FUNDS ON BEHALF OF THE CITY; PROVIDING FOR IMPLEMENTATION; PROVIDING FOR INCORPORATION OF RECITALS; AND PROVIDING FOR AN EFFECTIVE DATE

DEPARTMENT RECOMMENDATION:

Approval

BRIEF HISTORY:

The City of Doral (“City”), through a collaborative effort among the Information Technology, Public Affairs and Communications, Building, and Procurement and Asset Management Departments, prepared and issued ITN No. 2025-20 - to solicit proposals from qualified service providers for AI-Powered Chatbot Solution for the City of Doral. The scope of work includes a ChatBot software solution incorporating implementation, training, and support services, including all specific functionality listed below.

I. AI-Powered Chatbot Development:

- **Natural Language Processing (NLP):** The chatbot must use NLP to understand and respond to citizen queries in conversational language. It should be capable of accurately identifying the context and providing precise answers.

- **Bilingual Support:** The chatbot must operate fluently in both English and Spanish, accommodating the diverse population of Doral.
- **Content Scraping:** The chatbot should be able to scrape the City's website daily to pull the latest data, ensuring that answers are current and accurate.
- **Sentiment Analysis:** The chatbot should incorporate sentiment analysis to adjust responses based on emotional cues and user tone.
- **Customizable Workflows:** The solution should include customizable workflows for tasks such as scheduling appointments, submitting service requests, and handling FAQs.

2. CRM Integration (Optional):

- **CRM System Integration:** If the City decides to implement a CRM solution, the chatbot must be capable of integrating with it, ensuring seamless data flow between systems. The City is open to either:
 - **Third-Party CRM Integration:** Integrating with an existing CRM solution (e.g., Salesforce, Microsoft Dynamics).
 - **Integrated CRM Offering:** A CRM that is part of the proposed chatbot system. Vendors offering integrated CRM solutions should outline how this would work and provide details on its capabilities.
- **User Data Capture:** The chatbot should be able to capture and store user information with proper consent, and update records in the CRM to enable personalized follow-up communications and service delivery.

3. Security & Privacy:

- **Data Privacy:** The system must comply with all local, state, and federal data protection regulations. Sensitive data, including personal identifying information (PII), must be securely encrypted and stored.
- **Audit & Access Control:** The chatbot should log all interactions, especially when accessing sensitive records, with a clear audit trail for accountability.

4. Self-Management & Updates:

- **Content Management Interface:** The solution must include an easy-to-use interface for City staff to update content, workflows, and FAQs without requiring technical expertise.
- **Daily Scraping:** The chatbot must scrape and refresh data from the City's website daily to ensure that answers remain relevant and up-to-date.
- **Announcements & Alerts:** The system should allow for timely announcements, such as system upgrades, office closures, or important city events, to be pushed to users.

5. Integration with Microsoft Power BI:

- **Analytics:** The chatbot must be capable of providing performance data that can be integrated with Microsoft Power BI dashboards for reporting and analysis. Key metrics to be tracked include user satisfaction, task completion, and response accuracy.

6. Performance Monitoring:

- **Dashboard & Reporting:** Provide a dashboard for tracking the chatbot's performance, including task completion rates, user satisfaction, and other key

performance indicators (KPIs). Integration with Microsoft Power BI is required for advanced analytics and reporting.

- **User Feedback:** A built-in feedback mechanism that allows users to rate their experience, supporting continuous optimization.

The ITN solicitation was advertised and issued by the City of Doral on August 21, 2025 via Demandstar.com. A public pre-proposal conference was held on September 4, 2025. The City received twenty-seven (27) proposal responsive proposals through Demandstar on October 1, 2025.

All twenty-seven (27) responsive proposals were provided to the Evaluation Committee for their review and evaluation in preparation for the first phase of the ITN procurement process. The following individuals were designated and approved by the City Manager to serve as members of the Evaluation Committee:

- Kyle Abraham, Assistant Director of IT Operations (Chair)
- Maggie Forster, Communications Director, Public Affairs
- Jane Decker, Development Services Administrator
- Solangel Perez, Finance Director
- Michael Jones, Webmaster/Graphic Designer

The Evaluation Committee convened for a public evaluation committee meeting on November 18, 2025. All twenty-seven (27) responsive proposals were reviewed and ranked. The following firms, listed in alphabetical order, were included in the evaluation:

- 22nd Century Technologies, Inc
- ATC
- Chetu, Inc.
- CiberSQL
- Concourse Tech Inc.
- CTG
- Direct Technology Holdings Inc.
- Evoort Solutions LLC
- Global Technology Solutions, Inc.
- Jax Consulting, LLC
- Just Appraised
- Nortal LLC
- Polimorphic
- Promet
- Qultek Consultants, Inc.
- Saige, Inc.
- Sidetool LLC
- SILIGOM USA LLC
- Smart Network Solutions Communications Corp
- TeamDynamix
- Tectonic LLC
- Tyler Technologies

- Verint
- Vitosha Inc.
- Vivid GovTech
- WhitegloveAI LLC
- Xpertech Solutions

Upon conclusion of the meeting, the Committee unanimously agreed to invite the top eleven (11) ranked proposers. The following firms, listed in alphabetical order, were selected for invitation:

- 22nd Century Technologies
- ATC
- Direct Technology Holdings, Inc.
- Global Technology Solutions, Inc.
- JAX Consulting LLC
- Polimorphic
- Nortal LLC
- Promet
- Saige, Inc.
- Tyler Technologies
- Verint

On January 5 and 7, 2026, the Evaluation Committee convened and received presentations, followed by question-and-answer (Q&A) sessions from all eleven (11) shortlisted proposers. Upon completion of all presentations and Q&A sessions, the Committee ranked the proposers and unanimously decided to invite the top three (3) ranked proposers to the next phase of the ITN: negotiation meetings. The three (3) finalists are listed below in alphabetical order:

- 22nd Century Technologies
- Nortal LLC
- Tyler Technologies

On February 4, 2026, the negotiating team convened. It is important to note that the negotiating team does not rank or score the proposers; its purpose is to prepare the finalists for submission of a “Best and Final Offer” (BAFO). The Evaluation Team members included the following City staff:

- Kyle Abraham, Assistant Director of IT Operations
- Jane Decker, Development Services Administrator
- Solangel Perez, Finance Director
- Roman Martinez, Procurement and Asset Management Director

After all negotiation meetings concluded, the Procurement Department requested Best and Final Offer (BAFO) submissions from all three finalists to be submitted by February 10, 2026 at 5:00 pm, all three BAFOs were submitted by the finalists on time. After reviewing the BAFOs by the Procurement Department, all three BAFOs were provided to the Evaluation Committee in preparation for the final Phase IV of the ITN procurement process.

On February 20, 2026, the Committee convened for the Public Evaluation Committee meeting to evaluate and rank the BAFOs, along with other criteria as set forth in the ITN for Phase IV. Upon conclusion of the meeting, the Committee ranked all three (3) finalists as follows:

1. Tyler Technologies
2. Nortal LLC
3. 22nd Century Technologies

Based on the result of the final ranking of the finalists by Evaluation Committee, City Staff recommend that the award for ITN-2025-20 - AI-Powered Chatbot Solution for the City of Doral be granted to Tyler Technologies as the top-ranked proposer. Additionally, the Information Technology recommends that the second and third highest-ranked proposers be approved as qualified service providers under this ITN, allowing the City to select them to provide services if the top-ranked proposer is unable to fulfill the full scope of work or meet the terms and conditions required under the ITN.

The City Manager has reviewed the recommendation and concurs with awarding the contract pursuant to ITN-2025-20 to Tyler Technologies as the highest-ranked, qualified, responsive, and responsible proposer.

LEGISLATIVE ACTION: (IF APPLICABLE)

Date:	Resolution/Ordinance No.	Comments

FINANCIAL INFORMATION: (IF APPLICABLE)

No.	Amount	Account No.	Source of Funds
1.	\$90,000.00	10870005500464	Development Services Technology Fund
2.	\$46,300.00	00122005500464	General Fund - IT
Total:	\$136,300.00		
Fiscal Impact Statement: The proposed item has a fiscal impact on expenditures of \$136,300 per the first year.			

STRATEGIC PLAN ALIGNMENT:

This item follows the Exceptional Service and Quality of Life strategic initiative of the City's Strategic Plan.

ATTACHMENT(S):

- A. Tyler Technologies BAFO
- B. ITN 2025-20
- C. CM approved recommendation
- D. Draft Resolution.