

RESOLUTION No. 26-

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

WHEREAS, as the City of Doral (the “City”) continues to grow, it is important for the Government Center to evolve to accommodate the city’s growth, and to implement an AI chatbot to enhance service delivery by providing residents with faster access to information, improved responsiveness, and greater overall convenience; and

WHEREAS, the City, through a collaborative effort among the Information Technology, Public Affairs and Communications, Development Services, 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; and

WHEREAS, the ITN solicitation was advertised and issued by the City of Doral on August 21, 2025 and the City received twenty-seven (27) completed proposals responses; and

WHEREAS, the Evaluation Committee, approved by the City Manager held a public meeting on November 18, 2025 and responsive proposers were reviewed and ranked; and

WHEREAS, upon conclusion of the meeting, the committee unanimously agreed to invite the top eleven (11) ranked proposers for presentation and Q&A session; and

WHEREAS, on January 5 and on January 7 2026, upon completion of all presentations and Q&A sessions, the Evaluation Committee ranked the proposers and unanimously decided to invite the top three (3) ranked proposers to the next phase of the ITN negotiation meetings with a purpose to pre the finalist for submission of the “Best and Final Offer” (BAFO); and

WHEREAS, on February 4, 2026, the Evaluation Committee convened for the public meeting to evaluate and rank the BAFOs, along with other criteria as set forth in the ITN; and

WHEREAS, upon conclusion of the meeting, the Committee ranked three finalists as follows:

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

WHEREAS, based on the results of the final finalists ranking by the Evaluation

Committee, City staff recommends City Council approve and authorize the City Manager that the award for ITN-2025-20 – AI Powered ChatBot Solution be granted to Tyler Technologies as the top-ranked proposer; and

WHEREAS, City staff recommend that the City Council approve and authorize the City Manager to approve second and third highest ranked proposers 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; and

WHEREAS, funding for this request is available in the Development Services Technology Fund, Account No. 108.70005.500464; and on the Information Technology Fund, Account No. 001.22005.500464.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND THE CITY COUNCIL OF THE CITY OF DORAL, FLORIDA, AS FOLLOWS:

Section 1. Recitals. The above recitals are confirmed, adopted, and incorporated herein and made a part hereof by this reference

Section 2. Approval. The award of Invitation to Negotiate (ITN) 2025-20 – AI Powered Chatbot Solution to Tyler Technologies as the top-ranked proposer, and the use of the second and third ranked proposers as service providers to allow the city to select them to provide services if the top-ranked proposer is unable to fulfill the full scope of work to meet the terms and conditions required under the ITN, are hereby approved.

Section 3. Authorization. The City Manager is authorized to execute the agreements and expend budgeted funds on the behalf of the city in furtherance hereof.

Section 4. Implementation. The City Manager and the City Attorney are hereby authorized to take such further action as may be necessary to implement the purpose and the provisions of this Resolution, including making any modifications, executing any documents and addendums as necessary to effectuate this Resolution, provided that such actions remain consistent with the Council's intent.

Section 5. Effective Date. This Resolution shall become effective immediately upon its adoption.

The foregoing Resolution was offered by _____ who moved its adoption. The motion was seconded by _____ and upon being put to a vote, the vote was as follows:

Mayor Christi Fraga	_____
Vice Mayor Digna Cabral	_____
Councilman Rafael Pineyro	_____
Councilwoman Maureen Porras	_____
Councilwoman Nicole Reinoso	_____

PASSED AND ADOPTED this 8 day of April, 2026.

CHRISTI FRAGA, MAYOR

ATTEST:

CONNIE DIAZ, MMC
CITY CLERK

APPROVED AS TO FORM AND LEGAL SUFFICIENCY
FOR THE USE AND RELIANCE OF THE CITY OF DORAL ONLY:

LORENZO COBIELLA
GASTESI, LOPEZ, MESTRE & COBIELLA, PLLC
CITY ATTORNEY