



# Memorandum

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Date: February 20, 2026

To: Zeida Sardiñas  
City Manager

From: Roman Martinez, MPA, CPPO, CPPB *Roman Martinez*  
Procurement and Asset Management Director 2/20/2026

Subject: **Recommendation to Award ITN No. 2025-20 for AI-Powered Chatbot Solution for the City of Doral**

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This memorandum provides an overview of the City of Doral Procurement Department's evaluation process and recommendation of award pursuant to ITN-2025-20 - AI-Powered Chatbot Solution for the City of Doral. It also seeks the City Manager's approval for the recommended award.

## **BACKGROUND:**

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.

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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

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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 5:00pm, 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 (4) finalists as follows:

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

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Below is the price proposal including year terms for the agreement submitted by all the finalists:

**ITN-2025-20 - AI-Powered Chatbot Solution for the City of Doral**  
**3-Year and 5-Year Total Cost from Finalists**

<b>FINALISTS</b>	<b>1st Year</b>	<b>2nd Year</b>	<b>3rd Year</b>	<b>3 Year Total Cost</b>	<b>4th Year</b>	<b>5th Year</b>	<b>5 Year Total Cost</b>
22nd Century Technologies, Inc.	\$167,500.00	\$99,000.00	\$99,000.00	<b>\$365,500.00</b>	\$102,000.00	\$105,000.00	<b>\$572,500.00</b>
Nortal LLC	\$208,400.00	\$36,799.00	\$37,903.00	<b>\$283,102.00</b>	\$39,040.00	\$40,211.00	<b>\$362,353.00</b>
Tyler Technologies	\$136,300.00	\$40,000.00	\$40,000.00	<b>\$216,300.00</b>	\$42,000.00	\$44,100.00	<b>\$302,400.00</b>

As a result of all phases of evaluation and ranking of this ITN, the Evaluation Committee recommends 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.

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

The City Manager supports submitting this approval to the City Council for ratification and proceeding with the execution of an agreement with Tyler Technologies for ITN-2025-20 – AI-Powered Chatbot Solution for the City of Doral.

  
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 Zeida Sardiñas  
 City Manager

2/20/2026  
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 Date

- Attachments: ITN No. 2025-20 – AI-Powered Chatbot Solution for the City of Doral  
 ITN No. 2025-20 – ITN Bid Tally - Demandstar  
 ITN Proposal and Presentation submissions by Tyler Technologies  
 Best and Final Offer (BAFO) submitted by Tyler Technologies  
 Scoring sheets and tally of the finalists

- c: Francisco Rios, Deputy City Manager  
 Fernando Casamayor, Chief Financial Officer / Assistant City Manager  
 Eilyn Fernandez, Information Technology Director  
 Roman Martinez, Director of Procurement and Asset Management Department