City of Doral
ITN - 2025-20
AI-Powered Chatbot Solution for
the City of Doral
Addendum No. 2

September 2, 2025

The original Invitation to Negotiate (ITN) 2025-20 documents shall remain in full force and effect, except as modified herein, which shall take precedence over any contrary provisions in the prior documents.

I.   The following are answers to questions from prospective proposers of ITN-2025-20.

Questions related to "Cost Breakdown (page 23)"

1. Q.   Does the format on page 23 need to be strictly followed, or is this intended to be an example?

   A.   **This form was created to provide a generic table that each prospective proposer would fill out and the evaluation committee would be able to review and provide an apples-to-apples comparison between proposers. Also, this form would assist the Evaluation Committee in scoring Criteria No. 6 on the 2nd Phase of the Evaluation Procurement process. The preference by the City would be for the proposer to follow and use the form, it can be altered to add additional entries under "Component" if the proposer would propose to add additional deliverables.**

2. Q.   The table includes a single Cost column. How would the City like for recurring costs to be represented for the duration of their desired contract term?

   A.   **You may add a column for recurring costs or outline the recurring costs at the bottom section for each of the deliverables.**

3. Q.   May we use the Item 1-5 sections beneath the table to provide a breakdown of fees and other details as needed to explain the figures in the Cost column?

   A.   **Yes, that is the purpose of having the sections with the lines on the bottom of the Cost Breakdown, for detailed information to be outlined.**

Questions related to "Website"

4. Q.   What is the average number of monthly visitors to the City's official website, and what percentage of these visitors does the City anticipate will interact with the chatbot?

   A.   **Approx. 350,000 visitors a month. Example, for the Building Department - 3500+ visits to the department's pages per week.**

5. Q. Are there specific City departments that intend to use the chatbot initially, or should we assume all?

    A. **Definitely, Building currently. But we can assume all as we'd want it to have the capacity to provide information citywide on all depts and functions. All departments have customers that need questions answered.**

6. Q. Could the City provide a list of the top 10-20 most frequently asked questions (FAQs) or common service requests that the chatbot is expected to handle?

    A. **Permitting Intake (submittals, forms, process, timelines), Inspections Scheduling (schedule, inspector assigned, cancellations, etc.), How to Attend an Event or How to reserve Parks & Rec programming or pavilions. These are some samples, there may be more.**

Questions related to "Customizable Workflows"

7. Q. Please describe all non-FAQ tasks that the chatbot must perform, such as scheduling appointments and submitting service requests, and which City system(s) the chatbot must integrate with to fulfill those requests, if the City has not yet implemented a CRM solution

    A. **- Tyler Permitting System and development services operations.**
        - Tyler 311
        - Parks and Recreation system

        We welcome your input, tell us what your solution can/cannot do. We know a variety of solutions that have APIs with enterprise systems. Tell us more.

Questions related to "Optional CRM Integration"

8. Q. In terms of pricing an integration, can we make an assumption that if the City decides to implement a third-party CRM, it would be either Salesforce or Microsoft Dynamics? Please describe any other options being considered

    A. **We're not evaluating CRM solutions at this time, but we're open to considering one based on the recommendation of the selected vendor.**

9. Q. What **specific types of user information** does the City expect the chatbot to capture, store, and update in a CRM system to facilitate personalized follow-up communications and service delivery?

    A. **Just a suggestions of information we would like to capture and store.**

        - Full name (first/last), email, mobile phone (with verification status)
        - Role/affiliation when relevant (resident, business owner, contractor, visitor)
        - Preferred channel(s) (email, SMS, phone, portal), language, accessibility needs

10. Q.   Are there any other existing City systems, such as permitting systems, that would need to exchange data with the CRM and, consequently, interact with the chatbot? If so, please identify them and their integration requirements

A.   **The City's permitting, inspections, licensing and code modules are provided by Tyler. We'd like the chatbot to integrate with these modules to allow; (a) tracking of the status of permit submittals and (b) guide users through form completion via standardized templates. During the negotiation phase of this ITN, the city may discuss with the finalists as to other city systems used by other departments such as Parks and Recreation.**

Questions related to "IVR Integration"

11. Q.   Does the City currently operate an existing IVR system? If so, could you specify the platform, vendor, or any technical details?

A.   **No, the city does not.**

12. Q.   What are the primary use cases or types of interactions that the City envisions the chatbot handling via IVR integration?

A.   **We want the chatbot to function like a solution center—alerting agents when a customer needs help and offering pre-dial options so callers reach the right resource immediately. Anything that a chatbot can handle or provide an answer.**

13. Q.   What level of "continuity across voice and text interactions" is expected? For instance, should a user's conversation history seamlessly transfer between an IVR interaction and a text-based chatbot interaction, or vice-versa?

A.   **If there is identifiable information between caller and text, then yes.**

14. Q.   Are there specific call center or customer service workflows that the City expects the IVR-integrated chatbot to support, automate, or offload from human agents?

A.   **No human agents dedicated to call center management at this time; just individual departments responding to calls, emails, etc. If the solution application provides such support, the city would be interested in seeing how the support is provided thru the Chatbot application.**

15. Q.   What are the key performance indicators (KPIs) or metrics the City currently tracks for its IVR system?

A.   **None at this time.**

Questions related to "Social Media Integrations"

16. Q.   Can you provide an estimate of the current volume or type of interactions handled on each of the platforms the City is using for communication and service inquiries?

    A.   **Presently this is difficult to quantify, but we may provide a departmental example. Building Department call volume averages 500 calls per week and average 10 engagements for limited chatbot with a prior solution per week.**

17. Q.   Beyond Instagram, Facebook, and WhatsApp, are there any other social media channels that the City considers important for the chatbot to integrate with? For instance, we see that the City has a presence on X as well.

    A.   **The City is also on X and YouTube.**

18. Q.   Is the City looking for the chatbot to support interaction with live customers using direct messaging applications like Facebook Messenger and WhatsApp, respond to messages that customers post on the City's Facebook page or other platforms, or both?

    A.   **Integration with social media is not required, but we are open to exploring this possibility.**

19. Q.   What are the anticipated types of interactions (e.g., answering FAQs, processing service requests, sending notifications) that the City expects the chatbot to handle on social media platforms?

    A.   **Integration with social media is not required, but we are open to exploring this possibility.**

20. Q.   How will inquiries received via social media be managed concerning follow-up and escalation to human agents or other City departments? Is integration with a social media management platform required?

    A.   **Integration with social media is not required, but we are open to exploring this possibility.**

21. Q.   Does the City currently use a social media management service, or do they post and respond to citizens directly on each platform.

    A.   **Posts are conducted on the native platforms.**

Questions related to "PowerBI Integration"

22. Q.   Is the City asking for pricing to include Power BI dashboard configuration, or simply the ability for the City to import chatbot data into their Power BI environment?

A. **The City would be interested is seeing how your proposed AI Chabot will transfer data collected that may be utilized in Power BI and other dashboard applications.**

23. Q. What are the key performance indicators (KPIs) or metrics that are important to the City in terms of chatbot performance?

A. **Good customer service, resolution and trackable outcomes-based data collected.**

Questions related to "Escalation"

24. Q. Does the City currently operate an existing contact center or CCaaS solution? If so, could you specify the platform, vendor, or any technical details?

A. **The City does not operate a contact center or CCaaS solution as these are defined, but the City The City operates some resemblance of a Solution Center/ Contact center an we will share this information during the negotiation phase of this ITN procurement process.**

25. Q. Is there a requirement to support handoff from the chatbot to a human agent? We did not find this described in the RFP

A. **Yes, that would be a nice feature to have, it would allow the User to transfer the data to the right resource immediately. If the Chatbot cannot solve an issue or request there should be a function where it can be escalated to staff for them to follow-up when available. It wouldn't be a live agent.**

If you should have any questions regarding this addendum, please do not hesitate to contact roman.martinez@cityofdoral.com.

Sincerely,

Roman Martinez, MBA, CPPO, CPPB
Procurement and Asset Management Director