



City of Doral
ITN - 2025-20
AI-Powered Chatbot Solution for
the City of Doral
Addendum No. 3

September 10, 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.

1. Q. On page 25 of the RFP, under Exhibit “B” – Minimum Insurance Requirements, it states, Proposer is to submit a completed IRS Form W-9-Request for Taxpayer Identification Number and Certification.” It appears that the instruction may relate to #11 under Exhibit “A” on page 24: “W-Submission of W-9 Form” rather than Minimum Insurance Requirements. Could you please clarify whether bidders must submit anything with their proposals for Exhibit “B” and Exhibit “C”?

A. Page 25 has been amended and attached to this Addendum. You are correct, a W-9 is requested to be submitted under Exhibit “A” no. 11.

Exhibit “B” Minimum Insurance Requirements, 2nd page 46 has been amended, an acknowledgement is requested by signing and dating the form on page 46 and submitting it with the ITN response. Exhibit “C” is just for information by the bidder so that bidder is aware of the format and content of the City’s standard agreement.

2. Q. Are there any geographic restrictions or location-based requirements for vendors submitting proposals?

A. Prospective proposer that is providing a response to this ITN must have an office within the United States, if prospective proposer does not have an office within the United States, the bid response will not be accepted, and such response will be deemed non-responsive.

3. Q. Is there a target go-live date or high-level milestone schedule?

A. Presently, there is no target go-live date. The City by way of this ITN, would like for the proposer to provide a timeline schedule that would be discussed during the negotiation phase of the ITN.

4. Q. Are the vendors expected to provide post-deployment support? If so, for how long?

A. We may, this will be discussed during the negotiation phase of the ITN procurement process.

5. Q. Are you working with a third party for this RFP?
- A. **No**
6. Q. What is your date for selection and vendor contracting?
- A. **The tentative goal for this ITN procurement process and selection is that the city may have an awarded proposer selected by end of November 2025 so that the award may be presented to the City's Council for approval in December 2025. But due to the holidays during the latter part of the year, the date may be extended into January 2026.**
7. Q. Will only 1 vendor be awarded this contract or is there an anticipated multi-vendor award?
- A. **Only one vendor will be selected pursuant this ITN procurement process.**
8. Q. Can the resources delivering services be located outside of the US, or is there a requirement for the work to be done onshore/in-country?
- A. **Yes, but please refer to answer on question no. 1. Proposing firm must have an office in the United States.**
9. Q. What would you like in terms of response to the sample agreement? In section 2.9, it says, "Sample Agreement (just for review)," but in 2.10, exceptions to the solicitation are asked for. Does this mean that the response to Exhibit C (the sample agreement) needs to be a list of exceptions?
- A. **Exhibit "C" is t a sample agreement that city utilizes for its issued contracts. The city is open to reviewing the service providers' MSA in determining which of the agreements it can utilize. Previous agreements issued by the city have incorporated a hybrid of both the city's agreement as well as the vendors. Response to section 2.10 relates to any exception the proposer takes to the specifications in the ITN. Any exceptions to the material provisions in the ITN, as determined by the City, in its sole discretion, may cause the proposer's submittal to be considered non-responsive.**
10. Q. Can the references be from work performed outside of the US, or do they need to be from U.S.-based projects?
- A. **Yes, but please note that the references may be verified, so ability to contact personnel that can corroborate and confirm the reference is imperative.**
11. Q. Does having a similar project with another FL Municipality carry heavy weight?
- A. **Please note that the Evaluation Committee assigned to this ITN procurement process will be utilizing the Evaluation Criteria for each Phase of the ITN, please refer to pages 15-17 of the ITN. All criteria, with exception of price, in these matrixes are considered subjective to each evaluation committee member. So, to confirm how much weight or emphasis will be provided by submitting sample projects that are similar will be the determination of each Evaluation Committee Member.**

12. Q. How is pricing typically structured? Do we need to predefine the expected request volume in advance, or can the cost be calculated dynamically—such as being charged per request or based on total monthly usage volume?

A. Please refer to page 23 of the ITN. The form should be completed and submitted by the proposer. During the ITN Negotiation Phase, the City is open to discussing alternates methods of pricing structure which may be in line with the methods identified in the question.

13. Q. What is this timeline for choosing the vendor after the 24th? Also what is the timeline for implementation of the solution once a Vendor is chosen?

A. Please refer to response to question 5.

14. Q. In terms of pricing is the City okay with a consumption usage-based model?

A. Please refer to response to question 11.

15. Q. What financial software do you currently use?

A. Tyler Munis.

16. Q. What kind of procurement advantages will vendors participating in the public sector purchasing programs specified in the RFP enjoy?

A. If you are referring to section 2.13 of the ITN, although this ITN is a standalone competitive bid process selection, any proposer that has a cooperative agreement (OMNIA, NASPO or other) or a State of Florida Contract may offer their best pricing structure based on those cooperative or State contracts.

The advantages of having cooperative pricing allows the city to have reciprocity from contracts issued by public cooperatives whereby pricing has been negotiated and may have the best pricing for the services that are being sought. Also, when the contract period under this ITN finalizes, if the existing vendor has a contract with any public cooperative, the city may have the option to utilize the cooperative contract to continue with the services for additional years.

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

10. Required Affidavit Regarding the Use of Coercion for Labor and Services
11. Proposer to Submit a completed W-9 Form

Exhibit “B” – Minimum Insurance Requirements (To be Signed and Acknowledged)

Exhibit “C” – SAMPLE AGREEMENT

- Sample Agreement

Exhibit “B” – Minimum Insurance Requirements

I. Commercial General Liability

A. Limits of Liability

- Bodily Injury & Property Damage Liability
- Each Occurrence: \$1,000,000
- Policy Aggregate: \$2,000,000
- Personal & Advertising Injury: \$1,000,000
- Products & Completed Operations (if applicable): \$2,000,000
- Sexual Abuse & Molestation: \$500,000 minimum (\$1,000,000 preferred)

B. Endorsements Required:

City of Doral listed as an Additional Insured

8401 NW 53rd Terrace, Doral, FL 33166

Contingent Liability – must not exclude independent contractor or contractual liability
Premises and Operations Liability

- Waiver of Subrogation
- Insurance must be Primary & Non-Contributory
- 30-day notice of cancellation required

II. Auto Liability

Required only if vendor will transport participants

III. Workers’ Compensation (Coverage A)

Statutory limits as required – State of Florida

Employer’s Liability (Coverage B):

- \$500,000 for bodily injury caused by an accident – each accident
- \$500,000 for bodily injury caused by disease – each employee
- \$500,000 for bodily injury caused by disease – policy limit
- Waiver of Subrogation
- 30-day notice of cancellation

IV. Professional Liability / Errors & Omissions (if applicable)

A. Limits of Liability

- Each Claim: \$1,000,000 minimum (consider \$2M or \$5M for 100+ participants)
- Policy Aggregate: \$1,000,000 minimum
- Retroactive Date coverage must be included
- City of Doral listed as an Additional Insured
- 30-day notice of cancellation
- Waiver of Subrogation

V. Participant Accident Policy (Recommended)

Accident coverage should be provided for all participants
Policy limit: \$250,000, with a \$25,000 per person max

VI. General Conditions

- All insurance coverage must remain in force without interruption for the duration of the agreement.
- Policies must be issued by carriers authorized in the State of Florida with an A.M. Best rating of no less than A-, Class VI.
- Requirements herein are minimums and subject to verification and amendment by Risk Management.

ACKNOWLEDGED:

(Signature and Date)

This document must be completed and returned with your Submittal