CAYLENT

Statement of Work
Caylent Project

Client Name: City of Redondo Beach
Project Name: Intelligent Document Processing POV
Date: 10/10/2025

This Statement of Work ("SOW") is between Caylent, Inc., a Delaware corporation, with offices at 4521 Campus Drive, #344, Irvine, California, 92612 ("Caylent") and City of Redondo Beach, with principal offices at 415 Diamond St, Redondo Beach, CA 90277("Client"). This SOW is effective when both Caylent and Client have signed it ("Effective Date") and it is governed by the Master Services Agreement effective October 21, 2025 between Client and Caylent (the "Agreement"). Capitalized terms used in this SOW will have the meaning defined in the Agreement unless they are defined differently in this SOW.

Overview & Objectives

Redondo Beach City's IT group (Client) has oversight of all citywide information services related to WAN/LAN, computer hardware, software applications, data communications, the network and telecommunications infrastructure and telecommunications systems. Client is responsible for leading the City in the development and delivery of information technology, including planning, acquisition, implementation, maintenance and training..

Client is currently facing struggles managing and lifecycling decades of physical documents across various departments. Years of knowledge and experience pertaining to these documents is quickly disappearing due to staff turnover. Client makes use of the Laserfische platform for document management (https://www.laserfiche.com/) and is seeking support to automate the processing of decades of documents.

Caylent will deliver a tailored Intelligent Document Processing POV engagement specifically designed to address Client's unique needs, focusing on achieving the following key deliverables:

Overall Considerations

- Client is seeking to reduce time spent on this process by ~60% going from months of work to potentially minutes of processing time
- The primary purpose of this metadata generation is to enable efficient search and discovery (lookup) once the documents are ingested into Laserfische
    - Understanding document origination dates is a key prerequisite of this process
- Client will select non-PII documents for use in the POV
- ~100 sample documents will be processed to test and validate the metadata generation pipeline
    - The average page is ~10
- The POV will support English-language documents and classifications
    - Support for other languages (e.g. Spanish) will be considered as time and native-service support permits
- Client will provide an AWS environment for development purposes
    - The pipeline will be deployed into this account via a Terraform stack
- Caylent will treat knowledge transfer of relevant development practices used in the POV as a key deliverable
- The pipeline will use native services and wherever possible, low or no-code solutions, such as Bedrock Data Automation, to make the pipeline easier for Client's small team to manage

    - Any necessary code or configuration will be documented and reviewed with Client throughout the project and at project close

Metadata Generation Pipeline

- Beginning from S3, this system will extract text and data from uploaded documents in order to generate metadata about the document itself
    - Documents are expected to land in a supported format and the pipeline will pick up these raw files for processing
    - Document format support is limited to those natively supported by Bedrock Data Automation (https://docs.aws.amazon.com/bedrock/latest/userguide/bda-limits.html)
    - The pipeline will produce the following outputs:
        - Where possible, extracted dates from each document (depending on the document type)
            - Client's primary goal is to lifecycle documents and extracting dates from documents directly enables this as lifecycling and retention is based on the date the document was created
        - Generated metadata about the document
            - This includes classification of the document pursuant to Client-provided taxonomies
            - Caylent will work with Client to arrive at a suitable taxonomy for classification with the goal of tagging and labeling documents to make them easier to discover
- For the POV, Amazon A2I will be used to setup a human-in-the-loop review
    - In these initial stages, manual, human review of the outputs will be key to making sure metadata generation is meeting Client's needs
    - Client expects 2-3 reviewers (without SSO login) to manage the review process during this POV
        - Individual users will be created in Amazon A2I to facilitate this without integrating with Client's IDP in this phase
    - Reviewers will be able to view extracted data and generated metadata, make corrections and approve or release documents into the secondary pipeline
- The outputs from this pipeline should follow a schema/structure set by Client to facilitate transport to Laserfische via existing Laserfische APIs
    - Client will handle the forwarding of processed documents and metadata to Laserfische with support from Caylent

Caylent will work collaboratively with Client throughout the engagement, involving their team in execution and decision-making rather than simply delivering a solution at the end. This approach ensures the Client team builds confidence and capability with the solution as we go, empowering them to own and operate it effectively long after Caylent is gone.

Throughout and at the conclusion of the project, Caylent engineers will engage the Client team to transfer knowledge on the operation of the infrastructure and usage of the automation developed for this project.

Scope of Services

Caylent will provide Client with access to a team of professionals that will engage with Client to remediate, evolve, and improve Client's AWS environments.

A. **Deliverables:** Caylent will deliver the following ("Deliverables"):

1. Documented requirements
    a. Target-state solution
    b. Testing Strategy
    c. Classification and tagging taxonomy
2. Design artifacts
    a. Target-state solution design diagram
    b. Target-state workflow diagrams
3. Pipeline(s) Implementation
    a. Target-state solution developed in a DEV-class environment
    b. Metadata Generation Pipeline
        1. Metadata generation prompt engineering and logic
        2. Bedrock Data Automation IDP flow
        3. Amazon A2I Human in the loop review
    c. Technical artifacts
        1. Infrastructure as Code
        2. Application
        3. CI/CD Pipeline
4. Testing
    a. Target-state solution deployed to a Dev-class environment
    b. Engineering support during Client-led UAT
5. All diagrams and documentation developed in support of the engagement
6. All source code, scripts, templates, and other technical artifacts developed during the engagement

B. **Design Considerations:** Caylent and Client agree to the following design considerations:

1. Client has little to no AWS presence or experience and is seeking to prove value first through this POV before investing further in AWS setup or automation. Caylent will consider knowledge transfer of all development efforts a key deliverable for this engagement.
2. There are no compliance frameworks or requirements to consider for this work. Care will be taken to follow general security best practices for development on AWS.
3. While other data may be of interest to Client (depending on the document type), the POV will focus on extracting document dates relevant to document lifecycling such as publication date, archival date, etc.
4. In addition to test cases used in development, UAT and validation will be done by manual review via the Amazon A2I human-in-the-loop UI
5. Design of the Amazon A2I UI will focus on being simple enough to fit within the project timeline and will strictly utilize out-of-the-box HTML components provided by the platform to align with the project's overall low/no-code considerations.
6. The core workflow will utilize AWS Step Functions to enable visual workflow design and managed execution tracking.
7. Infrastructure as Code tooling will be Terraform
8. Python will be used for any scripting.
9. GitHub will be used for source code hosting
10. GitHub Actions will be used for deployment pipelines
11. Application will be written in Python

C. **Client Responsibilities:** Caylent is reliant on Client for:

1. Providing ~100 sample documents in a format supported by Bedrock Data Automation
2. Providing taxonomy and classification rules to inform the pipeline and agent's logic
3. Providing a suitable AWS environment for development purposes
4. Forwarding/sending processed documents and generated metadata to Laserfische with Caylent support.
5. Reporting of deficiencies in a manner that is actionable for Caylent to resolve, i.e. problem, steps to reproduce, and expected behavior
6. Providing appropriate and timely access to the following:
    a. Client's subject matter experts, necessary personnel, facilities, and other resources including access to Client's service providers
    b. Onboarding and remote access and other privileges necessary to access and use Client's equipment, software, or services
    c. Information and documentation related to Client's computer software, source code, configuration, data, reports, and specifications
7. Purchasing and/or providing licenses for any 3rd party components or services as required

D. **Out of Scope:** The following are considered out of scope:

1. Digitization of physical documents (e.g. scanning of documents)
2. Fine tuning of OCR or data extraction models
3. SSO integration or logins with the human-in-the-loop hosted UI provided by Amazon A2I

E. **Conditions & Assumptions:** The following conditions and assumptions form the basis of the level of effort and fees estimated in this SOW and are agreed to by Client:

1. Provided documents will not contain PII/PHI
2. Client will handle the analog-to-digital conversion of physical documents through some process not covered in this statement of work.
3. The Team shall perform all Services on weekdays averaging 8 hour days generally between the hours of 8am - 6pm GMT-5 (Eastern Time).
4. The items in Jira following discovery and planning that are agreed upon by Client's product owners shall constitute the "to-be-built" scope of this SOW.
5. All Services performed under this SOW will be provided remotely or at such other locations as may be agreed upon by both parties.
6. Caylent staff will use Caylent-provided hardware and equipment and will access Client systems remotely over the internet or through a Client-provided VPN. Any software required to be installed on Caylent computers will not interfere with, inspect, or report on any network traffic or activity related to Caylent internal use and/or other clients.
7. Caylent resources may responsibly use AI powered assistants or other internal tools in the performance of the Services only when such tools are configured not to allow Client code or Client IP to be used for model training. A human Caylent resource will review and remain responsible for all code produced.
8. Resources are typically assigned to the Team for at least 6 months or the duration of the engagement, if shorter. Resources may be reassigned, in which case reasonable effort will be made to provide at least 2 weeks of advance notice. Caylent will ensure the incoming resource is onboarded with access and context prior to assuming duties on the Team.

9. Caylent agrees to employ diligent planning and make best efforts to provide advance notice and clear deadlines for Client dependencies and meetings, make reasonable accommodations for Client schedules, and prepare alternative work for Caylent staff in order to stay on schedule.
10. Client agrees to provide Caylent with appropriate and timely access to the following: (i) Client's subject matter experts, necessary personnel, facilities and other resources including access to Client's service providers; (ii) onboarding and remote access and other privileges to access and use Client's equipment, software or services (for example, privileges to user accounts for each Caylent engineer who will be working in Client's cloud environments); (iii) information and documentation related to Client's computer software, source code, configuration, data, reports and specifications; (iv) Client will fulfill all Client Responsibilities and respond to all Caylent inquiries, deliverable review requests, test requests, or other engagement checkpoints necessary to maintain efficient progress within two (2) business days; and (v) Client will ensure necessary stakeholders and subject matter experts are reasonably available for participation in meetings.
    If Client does not meet the requirements in (i)-(v), such failure will be deemed a "Delay" and Caylent will contact Client with a Delay Notice to resolve such Delay.
11. The items in Jira following discovery and planning that are agreed upon by Client's product owners shall constitute the "to-be-built" scope of this SOW.
12. Caylent resources may responsibly use AI powered assistants or other internal tools in the performance of the Services only when such tools are configured not to allow Client code or Client IP to be used for model training. A human Caylent resource will review and remain responsible for all code produced.

Schedule of Fees & Costs

Engagement Fees

Role	Base Weekly Rate (USD)	Allocation	Weeks	Amount (USD)
Project Manager	$7,410	25%	6	$11,115
Lead Solutions Architect	$10,070	100%	6	$60,420
Resource Subtotal				**$71,535**
Initial Term				**6 weeks**

Engagement Total [YES AWS FUNDS]

Item	Total (USD)
Engagement Team, Initial Term	$ 71,535.00
Total	**$ 71,535.00**
AWS Funding (applied after Sign-Off Form, to last weeks of Initial Term)	($71,535.00)
Total After AWS Funding	**$0**

Please refer to the "AWS Funding" section in the Appendix for details regarding AWS Funding conditions, including required spending thresholds, Sign-Off Form requirements, and MAP tagging obligations, which may apply to this engagement.

The Total above is based on Caylent's discovery work to date. While we believe our estimates are accurate, unknown requirements and unforeseen circumstances can increase the effort required to deliver this project. The Total serves to limit the amount authorized under this SOW, but it does not constitute a guarantee that the full Scope of Services can be completed within the Total. A Change Order will be required if the work required to complete the Scope of Services exceeds the Total.

"Initial Term" establishes the estimated timeframe to deliver the scope of work herein at full resource capacity. The elapsed calendar time for this engagement may extend due to Caylent resource availability, while remaining within the authorized budget.

A. Billing Mechanism

Weekly Rates will be prorated based on the start and end date of resources and any PTO, holidays, or sick days taken. Fractional resources may vary their daily effort based on engagement needs.

B. Invoice & Payment Schedule

Caylent will invoice Client monthly in arrears for Services performed during the preceding month, up to the "Total After AWS Funding" amount in the table above. Payment of each invoice shall be due net thirty (30) from the receipt of each invoice.

Caylent will accrue remaining service fees up to authorized "Total" in the table above, and will invoice fees up to the AWS Funding amount to AWS on completion of the Sign-Off Form.

C. Billing Contacts

Client Billing Contact:	Mike Cook mike.cook@redondo.org
Client Billing Address:	415 Diamond St, Redondo Beach, CA 90277

Term and Termination

A. Caylent will schedule a project kickoff call after execution of this SOW. The Initial Term and Services under this SOW will begin on a date that is mutually agreed between the Parties and will end after the Initial Term (the "Service End Date"), unless otherwise terminated as provided in the Agreement or SOW.

B. Termination: During the Initial Term, Client may terminate this SOW for convenience upon at least thirty (30) days prior written notice to Caylent, with such termination being effective on the Service End Date.

C. Team size may be increased or decreased at or above the minimum commitment, and will be priced using the Weekly Rates defined in Team Structure. Changes must be initiated in writing, and will be formalized and countersigned using a Change Order. Resource additions will take effect on Client's preferred start date.

Caylent Contacts

Account Executive:	Taylor Alonso **taylor.alonso@caylent.com**
Billing Contact:	billing@caylent.com

Acceptance

IN WITNESS WHEREOF, Client and Caylent have executed this SOW as of the Effective Date:

City of Redondo Beach	Caylent, Inc.
Authorized Signature:	Authorized Signature:
Name:	Name:
Title:	Title:
Date:	Date:

Appendix

Team Structure

Team sizing is based on weekly teams, which represents a customized resource mix of professionals tailored to Client needs that each engage for 40 hours per week. The Team for this engagement will involve the following Roles at the listed Rates:

Role	Description
Project Manager	The Project Manager will be the day-to-day point of contact with Client and will handle logistics of delivery. They will schedule and lead the daily standups and bi-weekly sprint ceremonies and ensure the engagement is staying on target. The Project Manager is also responsible for tracking availability of delivery team members and Client stakeholders and ensuring there is time for the necessary collaboration.
Lead Solutions Architect	The Lead Solutions Architect is responsible for requirements capture, design, and delivery of the solution in accordance with Client requirements and best practices. They are also responsible for overseeing the successful execution and delivery of the technical solution. Through solution delivery planning, risk management, and mitigation strategies, they lead the Caylent technical team and ensure technical delivery quality and excellence.

The resource mix selected by Client for this engagement is shown in the Schedule of Fees & Costs below. In the event that Client would like to increase the Team size or composition set forth below, Client and Caylent may enter into a Change Order reflecting such change.

AWS Funding

a. AWS has provisionally agreed to provide AWS Funding for this project in the amount set forth above as "AWS Funding." AWS funding is subject to final approval from AWS.

b. As a condition of receiving the AWS Funding, Client is required to sign and return a project closeout form (the "Sign-Off Form") within fifteen (15) days of the date that Caylent presents the Sign-Off Form to Client. If the signed Sign-Off Form is not received by Caylent within the fifteen day period, AWS has the right to deny the AWS Funding. In such event, Client agrees to pay Caylent the AWS Funding amount.