



Administrative Report

H.17., File # 25-1461

Meeting Date: 10/21/2025

To: MAYOR AND CITY COUNCIL
From: MIKE COOK, INFORMATION TECHNOLOGY DIRECTOR

TITLE

APPROVE A MASTER SERVICES AGREEMENT WITH CAYLENT INC. FOR A PROOF OF VALUE IMPLEMENTATION OF AMAZON WEB SERVICES BEDROCK DOCUMENT MODERNIZATION PLATFORM FOR THE TERM OCTOBER 22, 2025 THROUGH OCTOBER 21, 2026, AT NO COST TO THE CITY

EXECUTIVE SUMMARY

Staff recommends that the City Council approve a Master Services Agreement (MSA) and accompanying Scope of Work with Caylent Inc. (Caylent) for a Proof of Value implementation of Amazon Web Services (AWS) Bedrock, an artificial intelligence-based platform for document classification, metadata extraction, and workflow automation.

This initiative supports the City Council's 2025 Strategic Plan objective to modernize paper-based records and forms across all City Departments. The Proof of Value implementation would demonstrate the capability of AWS Bedrock to automate the identification, classification, and tagging of City records, creating a foundation for large-scale digitization and modernization of document management workflows.

The project and services are valued at \$71,535 and would be fully funded by Amazon Web Services at no cost to the City. Upon successful completion of the proof of value implementation, the system would be ready to scale for full production use in future phases.

BACKGROUND

As part of the 2025 Strategic Plan, the City Council directed staff to develop a comprehensive strategy to digitize departmental records and modernize paper and PDF-based workflows. The City has used LaserFiche as its primary content management system since 1998 however, its adoption has been limited primarily to the City Clerk's Office and the Police Department. Most other departments continue to rely on paper files, which has led to inconsistent organization and can create issues for full compliance with the City's records retention policies.

To evaluate the scope of modernization needed, the Information Technology Department and City Clerk's Office met with each Department to assess document volumes, organization, and retention practices. These assessments revealed that many Departments have experienced significant staff turnover, and much of the institutional knowledge regarding records archives has been lost.

A central challenge is the effort required to scan, tag, and classify hundreds of thousands of documents before importing them into LaserFiche. AWS demonstrated that its Bedrock platform, which provides secure, generative AI capabilities through foundation models, can automate these processes. Bedrock can identify document types, extract key dates and metadata fields, enforce retention schedules, and even flag documents eligible for review or disposal - all at a speed and scale that can't be achieved through traditional staff efforts.

To implement and test this technology, AWS recommended Caylent Inc., an AWS Platinum Partner with extensive experience in public-sector AI and data automation projects. Caylent proposed a Proof of Value engagement using 100 non-confidential sample documents from various Departments. The system would be designed in a scalable, cloud-native architecture that could be easily expanded into a production-ready environment should the results prove successful.

Following AWS's review, the company expressed strong support for the project and committed to fully funding the \$71,535 Proof of Value implementation, resulting in no cost to the City. The Proof of Value implementation is scheduled to begin upon approval, with an anticipated completion date of December 15, 2025.

COORDINATION

The Information Technology Department coordinated this item with the City Clerk's Office, Amazon Web Services, and Caylent to define the project scope and timeline. The City Attorney's Office has reviewed and approved the Master Services Agreement and Scope of Work as to form.

FISCAL IMPACT

Amazon Web Services would fund the full \$71,535 cost of the Proof of Value project resulting in no immediate cost to the City. Any future costs associated with an expanded scope of work would be presented to City Council for consideration of approval at a later date.

APPROVED BY:

Mike Witzansky, City Manager

ATTACHMENTS

- Master Services Agreement - Caylent Inc. (executed copy to be provided via blue folder)
- Scope of Work - Proof of Value Implementation
- Certificate of Insurance - Caylent Inc.