Whitewater PD (WI)

AURELIAN | QUOTE

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QUOTE

Products & Services

Item & Description	Unit price	Total
AVA + Web Chat — Non-emergency AI call taking		
Year 1	$31,500.00/year	**$31,500.00**
Due at signing (Net 30)		
Year 2	$31,500.00/year	**$31,500.00**
Invoiced 365 days from effective date of signature (Net 30)		
Year 3	$31,500.00/year	**$31,500.00**
Invoiced 730 days from effective date of signature (Net 30)		

Pricing is based on an estimated annual volume of 25,000 inbound non-emergency calls per year.

Annual Subtotal	$31,500.00/year
3-Year Agreement Total	$94,500.00
Due at signing (Net 30)	**$31,500.00**

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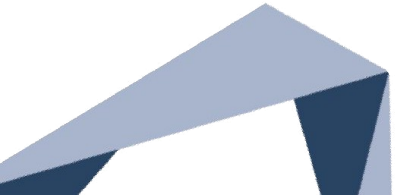
QUOTE

Summary & Purchase Terms

Summary	Total
Contract term 3 years — Year 1 due at signing; Years 2 and 3 invoiced annually on the anniversary of the effective date (Net 30)	3 years
Annual subscription AVA + Web Chat — same price each year, no annual escalator	$31,500.00/year
3-year agreement total 3 × $31,500.00	$94,500.00

PURCHASE TERMS

- **3-year agreement. The annual subscription of $31,500.00 is fixed for all three years.**
- **Pricing is based on an estimated annual volume of 25,000 inbound non-emergency calls per year.**
- **Includes all product implementation, support, and a CAD integration (not including the cost your CAD vendor may charge you).**
- **Contract is cancellable with a 30-day notice for a pro-rated refund during the first term.**



What You Get

AURELIAN | PARTNERSHIP

AVA, the fully managed services model behind it, and what partnering with Aurelian looks like for Whitewater Police Department — from signature to go-live and beyond.

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PRODUCTS

AVA

AVA

NON-EMERGENCY CALL AUTOMATION

Answers Whitewater PD's non-emergency line the moment it rings — no hold, no menus. AVA routes routine inquiries, collects complete details and writes calls for service straight into CAD, and listens for emergencies on every call, escalating to a live dispatcher in seconds with everything it has gathered.

- **Immediate answer on every non-emergency call, 24x7**
- **Handles only the call types Whitewater PD approves**
- **Calls for service written directly into CAD**
- **Automatic triage of true emergencies to a 911 call taker**
- **Voice, text, and web chat in 45+ languages**

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FULLY MANAGED

Fully managed, taken literally

Most public safety software hands you a platform and a login, then leaves the work of making it useful to your staff. Aurelian hands you a working system — and carries the configuration, integration, training, tuning, change management, and community communications with it, for the life of the contract.

AURELIAN OWNS

- **Baseline build from Whitewater Police Department's own call recordings and SOPs**
- **Configuration of every call route, escalation threshold, protocol, checklist, and scoring criterion — written from your procedures**
- **Phone-system audio, CAD integration, and non-emergency call forwarding, including coordination with your vendors**
- **Onsite and remote training for every shift and supervisor — travel included**
- **Every route change, protocol change, and tuning pass for the life of the contract**
- **Hosting, scaling, patching, monitoring, and security updates — CJIS, SOC 2 Type II**
- **Internal change management and community communications support so the floor and the public see relief, not replacement**

WHITEWATER PD PROVIDES

- **A designated point of contact**
- **Access to staff who know your workflows and protocols**
- **IT support for firewall, carrier, and CAD access**
- **Visible executive sponsorship**

All of it is included in one all-inclusive annual fee; no per-call, per-minute, per-seat, or change-request charges.

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IMPLEMENTATION

Signature to go-live, week by week

01

CONFIGURATION

AVA · WEEKS 1–3

Kickoff, then you hand us your SOPs, work rules, and scoring criteria. We build Whitewater PD's call routes and escalation rules for AVA — from your procedures and your own call recordings, to fit how your floor actually works.

02

INTEGRATION

AVA · WEEKS 2–5

Secure phone-system audio, CAD sync, and non-emergency call forwarding, coordinated directly with your phone and CAD vendors. Aurelian runs the vendor calls and the testing; your IT team's role is firewall, carrier, and CAD access — nothing to build.

03

TRAINING

AVA · WEEKS 5–6

Two days onsite plus remote sessions, for every shift and every supervisor. The team sees exactly what AVA handles and what it doesn't — with clear boundaries and no surprises on day one.

04

TEST & GO-LIVE

AVA · WEEKS 6–9

Live and simulated calls in a controlled rollout, then a phased release — AVA call routes opened a few at a time — so confidence is built before full volume. Aurelian's implementation team is on the floor for go-live.

8–10 WEEKS

expected implementation timeline for AVA (signed to live)

15–18 HOURS

expected time commitment from Whitewater PD's internal team, per product implementation