CIVICGUARD FIELD DOCUMENT

Procurement and Security Brief

Commercial, implementation, accessibility, support, and security information for public-sector evaluation.

CG-PROCURE-310	September 2026

Visibility should work both ways.

Prepared for municipal operations, public-integrity offices, transit authorities, civic campuses, and authorized oversight partners.

REVISION HISTORY

A	September 2026	Initial release.
B	October 2026	Elected offices may not buy coverage for their own vehicles at a discount.

1. Commercial model

- Annual subscription priced by activated reader and video endpoint
- Installation, maintenance, software, support, and standard refresh included
- Three-year price protection available
- Cooperative purchasing and piggyback terms available by jurisdiction
- Net 30 invoicing; purchase orders supported

2. Implementation

Phase	Target duration	Deliverable
Discovery	1 week	Fleet scope, governance owner, initial sites
Site and policy design	2 to 3 weeks	Coverage map, retention, access model
Installation	1 to 4 weeks	Commissioned readers and portal
Training	2 sessions	Administrator and operator certification
Go-live review	30 days	Usage, alert, and audit baseline

3. Security and privacy

- SOC 2 Type II and ISO 27001 certified control program
- Encryption in transit and at rest
- MFA and role-based access
- Logically separated customer environments
- Annual penetration testing
- Seven-day default event retention
- Customer ownership of Customer Data
- Subprocessor review and notification process

4. Service levels

Priority	Example	Initial response target
P1	Platform unavailable or security incident	15 minutes
P2	Material feature unavailable	1 hour
P3	Degraded function or device issue	4 business hours
P4	Question, request, or documentation	1 business day

5. Accessibility and records

- CivicOS web application targets WCAG 2.2 AA.
- Voluntary Product Accessibility Template available on request.
- Audit and transparency exports support CSV and PDF.
- Public-records retention and legal-hold configurations are customer controlled.
- Standard Data Processing Addendum and subprocessor list available.

6. Evaluation package

Document	Availability
SOC 2 Type II report	Under NDA
ISO 27001 certificate	Trust Center
Penetration test summary	Under NDA
Cyber insurance certificate	On request
W-9 and vendor registration	On request
Data Processing Addendum	Contract package

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