



**AGREEMENT FOR PROFESSIONAL SERVICES  
BETWEEN THE CITY OF NORTH MIAMI BEACH  
AND FIGGERS COMMUNICATION, INC.**

THIS AGREEMENT is made and entered into as of the 25<sup>th</sup> day of JULY 2025, by and between the CITY OF NORTH MIAMI BEACH, a political subdivision of the State of Florida, having an address at 17011 NE 19th Avenue, North Miami Beach, Florida 33162, hereinafter referred to as the "CITY", and **FIGGERS COMMUNICATION, INC.** having an address at 3810 Inverrary Blvd, Suite, 401, Fort Lauderdale, FL 33319, hereinafter referred to as the "CONTRACTOR".

RECITALS

WHEREAS, the CITY desires to engage the CONTRACTOR to provide *Citywide Text Messaging Services*, in accordance with the terms and conditions of this Agreement; and provide services tailored to the CITY as delineated in the proposed Statement of Work attached hereto as Exhibit "A"; and

WHEREAS, the CITY having investigated the qualifications of the CONTRACTOR to perform the services herein, have found those qualifications and expertise unique and not readily available from other sources. The CONTRACTOR have shown to leverage their expertise, best practices and effectiveness to meet the needs and vision of the City; and

WHEREAS, the CONTRACTOR having examined the scope of the services required hereunder and having expressed desire and willingness to provide such services and having presented qualifications to the CITY in support of those expressed desires; and

WHEREAS, the CONTRACTOR agrees to accept this Agreement upon the terms and conditions hereinafter set forth; and

NOW, THEREFORE, in consideration of the mutual covenants, terms, and provisions contained herein, the parties do hereby agree as follows:

**SECTION 1. TERM.**

- 1.1 The term of this Agreement shall begin upon full execution of this agreement by each party and shall be in effect through September 30, 2026. The parties may renew the Agreement for an additional mutually agreed upon term.
- 1.2 This Agreement incorporates and supersedes all previous agreements, written and oral, and all prior and contemporaneous communications between the parties, regarding this subject. The CITY reserves the right to initiate change to any provision of this Agreement. All such changes shall be accomplished only by mutually signed Amendments.
- 1.3 The CITY has the right to terminate this Agreement for convenience and for any reason or no reason, in whole or in part, upon thirty (30) days written notice to the CONTRACTOR. Upon termination of this Agreement, and final payment of any undisputed outstanding amounts due for the work rendered prior to and through the date of the notice of termination, copies of all records,

charts, sketches, studies, plans, drawings, and other documents related to the work performed under this Agreement, whether finished or not, shall be turned over to the CITY within ten (10) days.

- 1.4 If the CONTRACTOR fails to fulfill the duties outlined in a timely manner, or otherwise violates or defaults upon, any of the covenants, agreements, or stipulations material to this Agreement, the City, shall thereupon have the right to terminate this Agreement for cause. Prior to exercising its option to terminate for cause, the City shall notify the CONTRACTOR of its violation of the particular term(s) of this Agreement and shall grant the CONTRACTOR ten (10) business days to cure such default. If such default remains uncured after ten (10) business days, the City may terminate this Agreement without further notice to the CONTRACTOR. Upon termination, the City shall be fully discharged from any and all liabilities, duties, and terms arising out of, or by virtue of, the Agreement.
- 1.5 This Agreement is Subject to Funding. This Agreement shall remain in full force and effect only as long as the expenditures provided for in the Agreement have been appropriated by the City Commission of the City of North Miami Beach in the annual budget for each fiscal year of this Agreement and is subject to termination based on lack of funding.

## SECTION 2. PROFESSIONAL SERVICES.

2.1 Basic Services. CONTRACTOR shall perform the services as set forth in **Exhibit "A"**, Scope of Services.

2.2 Key Personnel. Freddie Figgers is considered a skilled, seasoned and experienced professional who maintains advanced skills in telecommunications helping government agencies improve their operations, enhance efficiency, and foster innovation in delivering public services. Mr. Figgers shall be the primary contact person representing the CONTRACTOR.

2.3 CONTRACTOR shall obtain the consent of the City Manager or designee prior to disseminating any City related written or verbal communication and prior to speaking on the record to any media outlets or newspapers.

2.4 Confidential Information. CONTRACTOR agrees that any information including but not limited to sensitive data, proprietary information, documents, intellectual property, business plans, customer information and financial records received by the CONTRACTOR on behalf of the CITY in accordance with this Agreement shall not be revealed to any other persons, firm or organization without the expressed consent of the City Manager or designee.

2.5 CONTRACTOR shall avoid any representation or relation which would create a conflict of interest, as determined by the City Attorney or City Manager. Furthermore, the CONTRACTOR shall not take on any other client or matter that would jeopardize the CONTRACTOR'S ability to devote the time, resources and effort necessary to fulfill the obligations to the CITY.

## SECTION 3. COMPENSATION.

3.1 Payment for all services rendered shall not exceed \$4,000 per month. All invoices submitted shall clearly reference the purchase order, the Statement of Work, the names and title of each North Miami Beach resident receiving the services and the date(s) in which the services were performed. as outlined in "Exhibit A",

3.2 Payment shall become due and payable to CONTRACTOR upon submission of the receipt of invoice per completion of program by each North Miami Beach resident.

SECTION 4. NOTICE.

4.1 Whenever any party desires to give notice unto any other party, it must be given by written notice, sent by certified United States mail, with return receipt requested, or by nationally recognized overnight delivery service, addressed to the party for whom it is intended and the remaining party, at the places last specified, and the places for giving of notice shall remain such until they shall have been changed by written notice in compliance with the provisions of this section. Notice may also be sent by electronic means (facsimile or email) provided such is followed by a hard copy of such notice provided in the manner set forth above. Notice is deemed given when received. For the present, CONTRACTOR and the CITY designate the following as the respective places for giving such notice:

CITY:

Procurement Management Department  
City of North Miami Beach, 3rd Floor  
17011 NE 19th Avenue, Suite 315  
North Miami Beach, Florida 33162  
Telephone No. (305) 948-2946  
Email: [contracts@citynmb.com](mailto:contracts@citynmb.com)

City Manager's Office  
City of North Miami Beach  
17011 NE 19th Avenue, 4th Floor  
North Miami Beach, Florida 33162  
Telephone No. (305) 948-2900

Office of the City Attorney  
City of North Miami Beach  
17011 NE 19th Avenue, 4th Floor  
North Miami Beach, Florida 33162  
Telephone No. (305) 948-2939

**Figgers Communication, Inc.**  
3810 Inverrary Blvd, Suite, 401  
Fort Lauderdale, FL 3331  
Email: [customer.service@figgers.com](mailto:customer.service@figgers.com)  
Telephone: 1-800-223-5435

SECTION 5. MODIFICATION.

5.1 The covenants, terms, and provisions of this Agreement may be modified only by way of a written instrument, mutually accepted by the parties hereto in writing. In the event of a conflict between the covenants, terms, and/or provisions of this Agreement and any written Amendment(s) hereto, the provisions of the latest executed instrument shall take precedence.

SECTION 6. INDEPENDENT CONTRACTOR.

6.1 The CONTRACTOR is an Independent Contractor under this Agreement. Personnel provided by the CONTRACTOR shall be employees of the CONTRACTOR and subject to supervision by the CONTRACTOR, and not as officers, employees, or agents of the CITY. Personnel policies, tax responsibilities, social security, health insurance, worker's compensation insurance, employee benefits, purchasing policies and other similar administrative procedures applicable to the Work rendered under this Agreement shall be those of the CONTRACTOR. The CONTRACTOR shall be solely responsible for any injuries suffered by the CONTRACTOR's employees. It is clear that CITY will not provide workers' compensation insurance for the CONTRACTOR or its employees.

Nothing contained in the Agreement shall be construed so as to create a partnership or joint venture and neither party hereto shall be liable for the debts or obligations of the others. No employee or agent of the CONTRACTOR shall be deemed to be an employee or agent of the CITY. The CONTRACTOR shall be responsible for compliance with all applicable, local, state and federal laws and regulations in the performance of any services to the CITY. Should any question arise as to the interpretation or as to the nature of the services to be provided by the CONTRACTOR, the opinion of the CITY shall establish, for all purposes, the nature of the work. The CONTRACTOR shall have no power to obligate CITY.

SECTION 7. INDEMNIFICATION.

7.1 For other good and valuable consideration the receipt and adequacy of which is hereby acknowledged, CONTRACTOR agrees to indemnify, defend and hold harmless, the CITY, its officers, agents, and employees from, and against any and all claims, actions, liabilities, losses and expenses including, but not limited to, attorneys' fees for personal, economic or bodily injury, wrongful death, loss of or damage to property, at law or in equity, which may arise or may be alleged to have risen from the negligent acts, errors, omissions or other wrongful conduct of CONTRACTOR, agents or other personnel entity acting under CONTRACTOR's control in connection with CONTRACTOR's performance of services under this Agreement and to that extent CONTRACTOR shall pay such claims and losses and shall pay all such costs and judgments which may issue from any lawsuit arising from such claims and losses including wrongful termination or allegations of discrimination or harassment, and shall pay all costs and attorneys' fees expended by the CITY in defense of such claims and losses including appeals. That the aforesaid hold-harmless agreement by CONTRACTOR shall apply to all damages and claims for damages of every kind suffered, or alleged to have been suffered, by reason of any of the aforesaid operations of CONTRACTOR or any agent or employee of CONTRACTOR regardless of whether or not such insurance policies shall have been determined to be applicable to any of such damages or claims for damages.

SECTION 8. GOVERNING LAW.

8.1 This Agreement will be governed by the laws of the State of Florida. Any claim, objection, or dispute arising out of the terms of this Agreement shall be brought in Miami-Dade County.

SECTION 9. RECORDS.

9.1 CONTRACTOR agrees that all records, books, documents, papers and financial information ("Records") that result from providing services to the CITY under this agreement shall be the property of the CITY. Upon termination or cancellation of this agreement, any and all such Records shall be delivered to the CITY within ten (10) days. The CONTRACTOR shall maintain records, books, documents, papers

and financial information pertaining to work performed under this agreement during the term of this agreement and for a period of three (3) years following termination of this agreement. The City Manager or his/her designee shall have access to and the right to examine and audit any Records involving the CONTRACTOR's services related to this agreement. The restrictions and obligations of this section of the Agreement shall survive any expiration, termination, or cancellation of this Agreement and shall continue to bind the CONTRACTOR, his heirs, successors and assigns.

SECTION 10. ASSIGNMENT AND SUBCONTRACTING.

10.1 This Agreement and the rights of the CONTRACTOR and obligations hereunder may not be assigned, delegated or subcontracted by the CONTRACTOR without the express prior written consent of the City. Any assignment, delegation or subcontract without such express prior written consent shall be null and void and shall constitute a material breach of this Agreement, upon which the City may immediately terminate the Agreement in accordance with the provisions of Section 1.4 on this Agreement. The City may assign its rights, together with its obligations hereunder.

SECTION 11. CONTRACTOR'S COMPLIANCE WITH FLORIDA PUBLIC RECORDS LAW.

11.1 Pursuant to Section 119.0701 of the Florida Statutes, the CONTRACTOR agrees to:

- A. Keep and maintain public records in CONTRACTOR's possession or control in connection with CONTRACTOR's performance under this Agreement. CONTRACTOR shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law, for the duration of the Agreement, and following completion of the Agreement until the records are transferred to the CITY.
- B. Upon request from the CITY's custodian of public records, CONTRACTOR shall provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided by Chapter 119, Florida Statutes, or as otherwise provided by law.
- C. Unless otherwise provided by law, any and all records, including but not limited to reports, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of the CITY. Notwithstanding, it is understood that at all times CONTRACTOR's workpapers shall remain the sole property of CONTRACTOR and are not subject to the terms of this Agreement.
- D. Upon completion of this Agreement or in the event of termination by either party, any and all public records relating to the Agreement in the possession of CONTRACTOR shall be delivered by CONTRACTOR to the City Manager, at no cost to the CITY, within seven (7) days. All such records stored electronically by CONTRACTOR shall be delivered to the CITY in a format that is compatible with the CITY's information technology systems. Once the public records have been delivered upon completion or termination of this Agreement, CONTRACTOR shall destroy any and all duplicate records that are exempt or confidential and exempt from public records disclosure requirements. Notwithstanding the terms of this Section, the Parties agree, and it is understood, that CONTRACTOR will maintain a copy of any information, confidential or otherwise, necessary to support its work

product generated as a result of its engagement for services, solely for reference and archival purposes in accordance with all applicable professional standards, which will remain subject to the obligations of confidentiality herein.

- E. Any compensation due to CONTRACTOR shall be withheld until all records are received as provided herein.
- F. CONTRACTOR's failure or refusal to comply with the provisions of this section shall result in the immediate termination of this Agreement by the CITY.

**CONTRACTOR SHALL COMPLY WITH THE REQUIREMENTS OF FLORIDA STATUTES 119.071 TO THE EXTENT APPLICABLE TO THE CONTRACTOR. IF THE CONSULTANT HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT TELEPHONE NUMBER: (305) 787-6001, E-MAIL ADDRESS: CITYCLERK@CITYNMB.COM, AND MAILING ADDRESS: CITY CLERK, NMB CITY HALL, 17011 N.E. 19 AVENUE, NORTH MIAMI BEACH, FLORIDA 33162-3100.**

SECTION 12. CONFLICT OF INTEREST/CODE OF ETHICS.

12.1 The CONTRACTOR agrees to adhere to and be governed by all applicable provisions of the Miami- Dade County Conflict of Interest and Code of Ethics Ordinance Section 2-11.1, as amended; and by the City of North Miami Beach Charter and Code as amended; both of which are incorporated by reference as if fully set forth herein, in connection with the Agreement conditions hereunder. The CONTRACTOR covenants that it presently has no interest and shall not acquire any interest, direct or indirectly that should conflict in any manner or degree with the performance of the services.

SECTION 13. SOVEREIGN IMMUNITY.

13.1 The CITY is a political subdivision of the State of Florida, self-insured and subject to the provisions of Section 768.28, Florida Statutes, as may be amended from time to time. Nothing in this Agreement shall be deemed or otherwise interpreted as waiving the CITY's sovereign immunity protections, or as increasing the limits of liability as set forth in Section 768.28, Florida Statutes.

SECTION 14. LEFT BLANK INTENTIONALLY

SECTION 15. LEFT BLANK INTENTIONALLY

SECTION 16. NON-EXCLUSIVITY.

16.1 This Agreement is non-exclusive. The CITY retains the right to engage the services of additional third-party CONTRACTORS or assign responsibilities to an employee of the CITY to perform the same or similar services provided by CONTRACTOR under this Agreement and to assign work to such parties in its sole discretion.

SECTION 17. ANTI-DISCRIMINATION.

17.1 The CONTRACTOR certifies that it does not discriminate in its membership or policies based on race, color, national origin, religion, sex, sexual orientation, familial status or handicap. The CONTRACTOR further agrees that neither the CONTRACTOR, nor any parent company, subsidiaries or affiliates of the CONTRACTOR are currently engaged in, nor will engage in during the term of this Agreement, the boycott of a person or business based in or doing business with a member of the World Trade Organization or any country with which the United States has free trade.

SECTION 18. SCRUTINIZED COMPANIES.

18.1 The CONTRACTOR certifies that it and its subcontractors are not on the Scrutinized Companies that Boycott Israel List. Pursuant to Section 287.135, F.S., the City may immediately terminate this Agreement at its sole option if the CONTRACTOR or its subcontractors are found to have submitted a false certification; or if the CONTRACTOR, or its subcontractors are placed on the Scrutinized Companies that Boycott Israel List or is engaged in the boycott of Israel during the term of the Agreement.

18.2 If this Agreement is for more than one million dollars, the CONTRACTOR certifies that it and its subcontractors are also not on the Scrutinized Companies with Activities in Sudan, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria as identified in Section 287.135, F.S. Pursuant to Section 287.135, F.S., the CITY may immediately terminate this Agreement at its sole option if the CONTRACTOR, its affiliates, or its subcontractors are found to have submitted a false certification; or if the CONTRACTOR, its affiliates, or its subcontractors are placed on the Scrutinized Companies with Activities in Sudan List, or Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged with business operations in Cuba or Syria during the term of the Agreement.

18.3 The CONTRACTOR agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement. As provided in Subsection 287.135(8), F.S., if federal law ceases to authorize the above-stated contracting prohibitions then they shall become inoperative.

SECTION 19. NO CONTINGENCY FEES.

19.1 The CONTRACTOR warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the CONTRACTOR, to solicit or secure this Agreement, and that it has not paid or agreed to pay any person(s), company, corporation, individual or firm, other than a bona fide employee working solely for the CONTRACTOR any fee, commission, percentage, gift, or any other consideration, contingent upon or resulting from the award or making of this Agreement.

SECTION 20. ANNUAL APPROPRIATION.

20.1 This Agreement is Subject to Funding. This Agreement shall remain in full force and effect only as long as the expenditures provided for in the Agreement have been appropriated by the City Commission of the City of North Miami Beach in the annual budget for each fiscal year of this Agreement and is subject to termination based on lack of funding.

SECTION 21. E-VERIFY

21.1 Pursuant to Section 448.095(2), Florida Statutes, the CONTRACTOR must:

- A. Register with and use the E-Verify system to verify the work authorization status of all newly hired employees and require all subcontractors (providing services or receiving funding under this Agreement) to register with and use the E-Verify system to verify the work authorization status of all the subcontractors' newly hired employees;
- B. Secure an affidavit from all subcontractors (providing services or receiving funding under this Agreement) stating that the subcontractor does not employ, contract with, or subcontract with an "unauthorized alien" as defined in Section 448.095(1)(k), Florida Statutes;
- C. Maintain copies of all subcontractor affidavits for the duration of this Agreement and provide the same to the CITY upon request;
- D. Comply fully, and ensure all of its subcontractors comply fully, with Section 448.095, Florida Statutes;
- E. Be aware that a violation of Section 448.09, Florida Statutes (Unauthorized aliens; employment prohibited) shall be grounds for termination of this Agreement; and,
- F. Be aware that if the CITY terminates this Agreement under Section 448.095(2)(c), Florida Statutes, CONTRACTOR may not be awarded a contract for at least one (1) year after the date on which the Agreement is terminated and will be liable for any additional costs incurred by the City as a result of the termination of the Agreement.


(Signature page follows)

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement on the day last signed below.

**FIGGERS COMMUNICATION, INC.**

**CITY OF NORTH MIAMI BEACH**

By: Figgers Communication Inc  
(Signature)

By:   
Andrew Plotkin, *Interim City Manager*

Name: Freddie Figgers

Title: Freddie Figgers

Date: Jul 21, 2025

Date: Jul 25, 2025

Approved as to form and legal sufficiency:

GREENSPOON MARDER, LLP.  
CITY ATTORNEYS

Attest:

Andrise Bernard  
Andrise Bernard, MMC City Clerk

Date: Jul 25, 2025



## EXHIBIT A



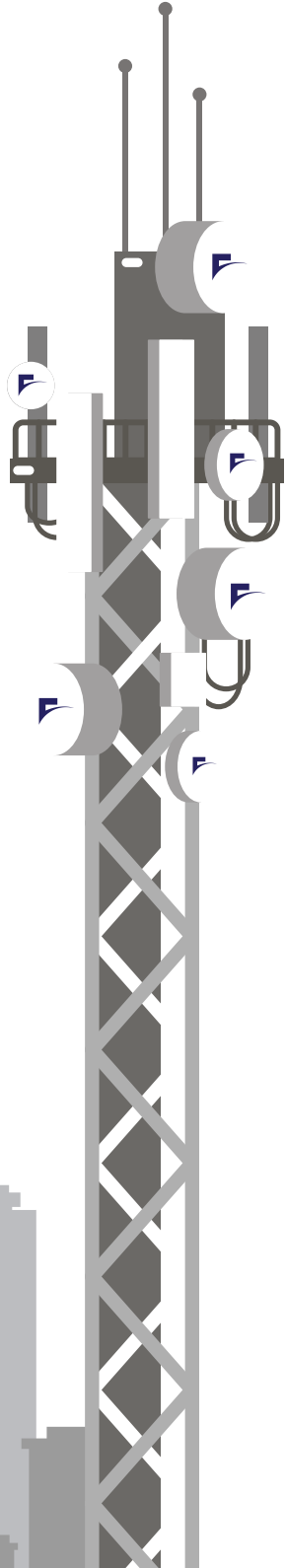
# Proposal for Citywide Text Messaging Services



Submitted to:  
**City of North Miami Beach**  
Prepared By:  
**Figgers Communication Inc.**

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# 1. EXECUTIVE SUMMARY

Figgers Communication Inc. proposes to provide the City of North Miami Beach with a robust, citywide Text Messaging Notification System. This solution will ensure real-time communication with all residents for critical events such as boil water alerts, emergency road conditions, and community updates. With unlimited SMS and MMS capabilities and a 99% system uptime guarantee, this service will empower the city to communicate directly, efficiently, and securely.



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## 2. COMPANY OVERVIEW

Figgers Communication Inc. is a licensed American telecommunications company offering nationwide LTE coverage, hardware manufacturing, and advanced digital communication solutions. Our infrastructure supports over 10 million messages per day with full redundancy, scalability, and disaster recovery capabilities. Our clients include municipalities, school districts, and enterprise organizations requiring reliable, secure messaging infrastructure.



# 3. SERVICE OVERVIEW

## 3.1 Boil Water Alert Notifications

In the event of water contamination or scheduled maintenance requiring a boil water notice, the City can send immediate SMS alerts to all registered residents. Example Message: "URGENT: A boil water notice is now in effect for Golden Glades area due to a main break. Please boil water for at least one minute before consuming. - NMB Utilities"

Residents receive the alert within seconds, reducing health risks and increasing trust in city services.

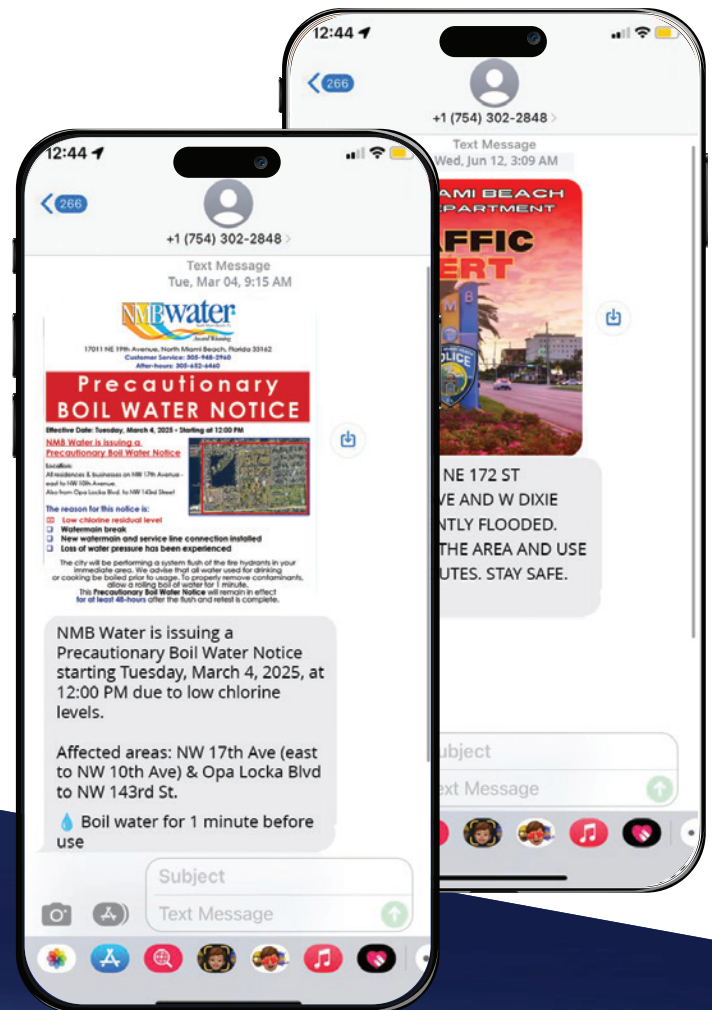
## 3.2 Emergency Traffic and Safety Alerts

For car accidents, flooded roads, or planned construction, Figgers' platform can instantly notify residents of affected zones.

Example Messages:

- "TRAFFIC ALERT: NE 163rd St eastbound closed due to accident near Biscayne Blvd. Use alternate routes."
- "WEATHER WARNING: Flooding on NE 19th Ave. Avoid area."

Geotagging and smart scheduling ensure only residents in the impacted area receive such alerts.

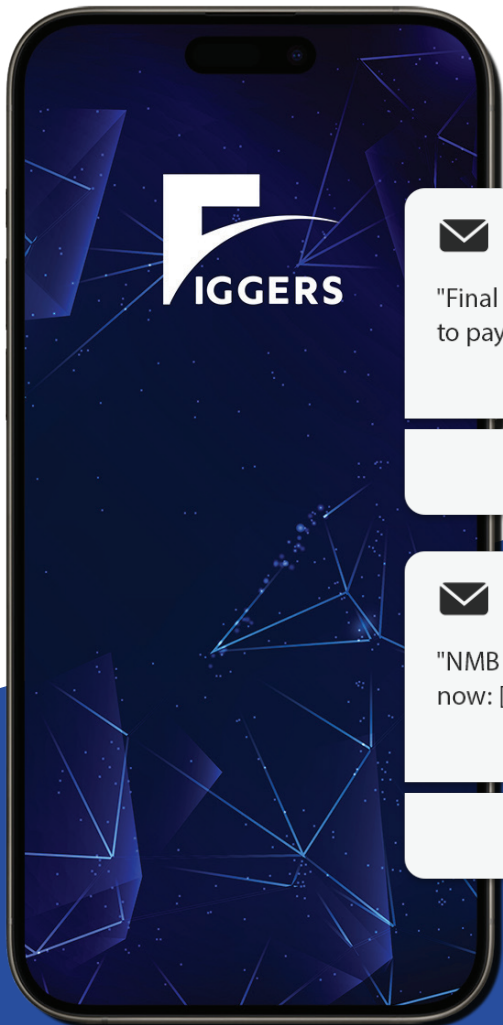
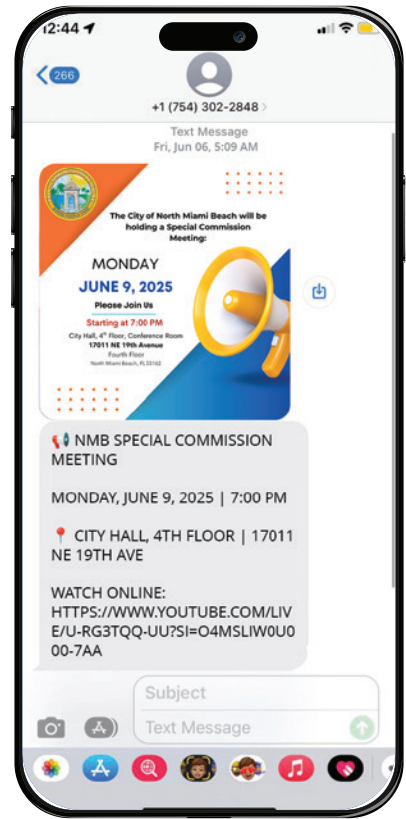



### 3.3. Community Activity Notifications

Figgers Communication can integrate with the City's calendar feeds from City Calendar and Facebook Events to push automatic reminders.

Example Messages:


- "Don't miss Family Movie Night at City Hall Green Space - Friday @ 7PM. Bring your blankets & lawn chairs!"
- "CITY COUNCIL MEETING: Join us Tues, 6PM in Council Chambers or online at [nmb.city/stream](https://nmb.city/stream)."



 MESSAGES 3m ago

"Final Notice: Water service is at risk of interruption. Click here to pay your past due balance: [nmbpaylink]"

**reply** **later**

 MESSAGES 9m ago

"NMB Utilities: Your water bill of \$63.21 is due by June 15. Pay now: [securepay.nmb.gov]"

**reply** **later**

These messages are integrated securely with the City's billing system and support real-time payment confirmation.

# 4. PLATFORM CAPABILITIES & FEATURES

- Unlimited SMS & MMS Messaging
- 99% Network Uptime Guarantee
- Geo-targeting by Zip Code or Address
- Scheduled, Recurring, and Real-Time Messaging
- Two-Way Messaging (Optional)
- Image and Link Embedding (MMS)
- Multilingual Support (English, Spanish, Haitian Creole)



# 5. TECHNICAL SPECIFICATIONS & INFRASTRUCTURE

Figgers Messaging Platform runs on a multi-node cloud infrastructure distributed across Florida and Georgia:

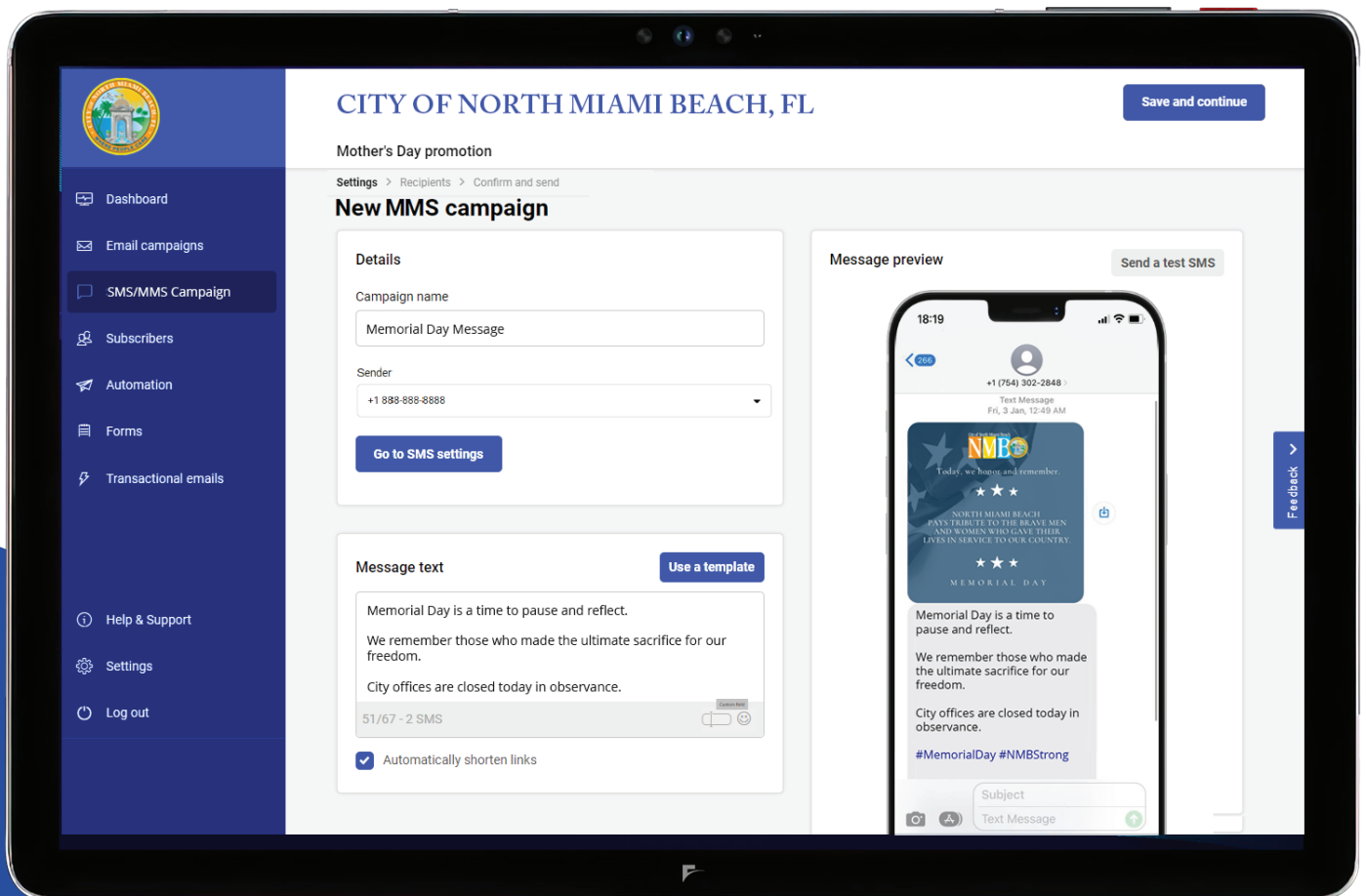
- **Message Throughput:** 500 msgs/sec
- **Failover Routing:** Built-in redundancy and real-time monitoring
- **Data Center Certifications:** SOC 2, HIPAA, GDPR compliant
- **API Access:** RESTful APIs for calendar, social feed, and emergency response integrations

# 6. OPERATIONAL WORKFLOW

1. User Logs into City Branded Portal
2. Selects Message Type (Emergency, Routine, Event)
3. Composes or selects predefined template
4. Selects Target Area (entire city or zone)
5. Clicks Send or Schedules for Future
6. Residents receive the message instantly

# 7. BRANDING AND CUSTOM PORTAL

The City will receive a white-labeled messaging portal branded with the North Miami Beach logo, seal, and domain integration (e.g., alerts.citynmb.gov). The portal supports multiple users with role-based permissions, audit logs, and mobile-responsive interfaces.



## 8. SUPPORT SERVICES & SLA

Figgers Messaging Platform runs on a multi-node cloud infrastructure distributed across Florida and Georgia:

- 24/7 Live Technical Support
- Dedicated Account Manager
- Weekly Usage & Engagement Reports
- Onboarding & Staff Training (Virtual or On-Site)
- Service Level Agreement:
  - o 99% Uptime Guarantee
  - o <2s Message Delivery Latency (avg.)
  - o Support Response Time: <10 minutes

## 9. PRICING STRUCTURE

- Monthly Service Fee: \$4,000
- Includes:
  - o Unlimited SMS/MMS
  - o White-labeled portal
  - o Technical support & onboarding
  - o API access and calendar integrations
  - o Geo-targeting tools and analytics dashboard

# 10. COMPLIANCE & DATA SECURITY

Figgers Communication meets all municipal and federal communication standards:

- Opt-In/Opt-Out Consent Management
- Encrypted Transmission (TLS/SSL)
- Data Retention and Audit Controls
- Backup and Disaster Recovery
- FCC and TCPA Compliance

## 11. CONCLUSION

Figgers Communication is proud to offer the City of North Miami Beach a resilient, intelligent, and community-first SMS communication platform. Whether for emergency notices or everyday community events, our service ensures timely outreach, transparency, and engagement across all demographics.

We look forward to partnering with you to enhance safety, civic participation, and public trust.



We're here for you

## Contact Figgers Support

*Supporting You 24 Hours a Day, 7 Days a Week*

Professional customer support team available to assist you at any time, using online chat.


You may also connect us over phone and email as follows.

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📍 3810 Inverrary Blvd. Suite: 401,  
Fort Lauderdale, Florida 33319

☎ 1-800-223-5435  
✉ [Customer.Service@Figgers.com](mailto:Customer.Service@Figgers.com)



 Document e-signed by Andrise Bernard (andrise.bernard@citynmb.com)

Signature Date: 2025-07-25 - 10:09:41 PM GMT - Time Source: server

 Agreement completed.

2025-07-25 - 10:09:41 PM GMT