

March 18, 2025

Honorable Mayor and City Council  
City of Long Beach  
California

**RECOMMENDATION:**

Recommendation to authorize the City Manager, or designee, to execute all documents necessary to amend Contract No. 35524 with NCIC Inmate Communications, of Longview, TX, for providing inmate telephone and video visitation services at the Long Beach City Jail, to extend the term of the contract to April 14, 2026, with the option to renew for four additional one-year periods, at the discretion of the City Manager. (Citywide)

**DISCUSSION**

City Council approval is requested to amend Contract No. 35524 with NCIC Inmate Communications, to extend the contract to April 14, 2026, to continue providing inmate telephone and video visitation services at the Long Beach City Jail (Jail).

At its meeting on April 14, 2020, the City Council awarded a contract to NCIC Inmate Communications as part of its adoption of Specifications No. RFP PD19-079 for providing inmate telephone and video visitation services at the Long Beach City Jail, for a period of two years, with the option to renew for three additional one-year periods.

In accordance with California Penal Code 851.5, an arrested person booked at a jail facility has the right to make at least three completed telephone calls at no cost. Any additional phone calls are made at the expense of the booked individual or the call recipient. The contract awarded to NCIC Inmate Communications is a revenue-sharing agreement with no cost to the City of Long Beach (City). Income generated from jail facility telephonic communications is deposited into the Prisoner Welfare Fund. These funds must be reinvested into inmate services in accordance with Section 4025 of the California Penal Code. In Fiscal Year 2024, revenue from inmate telephonic communications in the Long Beach City Jail totaled \$6,965.

Video visitation services have been available to individuals booked at the Jail since 2015, enabling family members and legal counsel to connect with inmates from a designated video station on the first floor of the Public Safety Building. This essential service is facilitated by equipment provided by NCIC Inmate Communications.

As explained above, this contract was originally awarded to NCIC Inmate Communications following the City's ordinary RFP process in 2020 and is due to expire in April of 2025. The Police Department intends to conduct the standard procurement process for future renewals; however, it was unable to do so for this year as the result of staffing challenges during the past

calendar year. The Long Beach Police Department has conducted a thorough informal survey of alternative providers in 2024, and determined that NCIC Inmate Communications remains the best provider because their hardware is free of charge and already installed in the facility, ensuring seamless integration, reliable performance, and cost savings by eliminating the need to purchase new equipment or create extensive system modifications. While a competitive procurement will be sought for future renewals, given the statutory mandate for the provision of this service and the need for continuity of operations, it is in the City's best interest to renew the contract for one additional year allowing detained individuals to continue using the existing equipment without interruption.

This matter was reviewed by Administrative Analyst Tommy Ryan on February 18, 2025, and Budget Management Officer Nader Kaamoush on February 26, 2025, and Deputy City Attorney Eliezer Ben-Shmuel on March 3, 2025.

#### TIMING CONSIDERATIONS

City Council action to extend Contract No. 35524 is requested on March 18, 2025, to ensure there is no interruption to services.

#### FISCAL IMPACT

There is no fiscal impact associated with this contract amendment. All equipment and services will be provided by NCIC Inmate Communications free of charge. Per the contract, 60 percent of all revenue generated by telephone calls will be deposited in the Prisoner Welfare Fund in the Police Department and is reinvested into inmate services. The remaining 40 percent of the revenue will be retained by NCIC Inmate Communications to cover the cost of equipment installations, maintenance, and related services. The annual revenue amount to be received by the City is estimated at \$8,000. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

#### SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



Wally Hebeish  
Chief of Police

APPROVED:



THOMAS B. MODICA  
CITY MANAGER