



## MEMORANDUM

December 23, 2024

TO: GEORGEANNE A. WHITE, City Manager  
Office of the City Manager

FROM: MINDY CASTO, Interim Chief of Police *MC*  
Office of the Chief

THROUGH: MELISSA PERALES, Purchasing Manager  
General Services Department, Purchasing Division

SUBJECT: AWARD A UNIQUELY QUALIFIED AGREEMENT WITH VIRTRA INC.  
TO PROVIDE SOFTWARE AND EQUIPMENT WARRANT UTILIZING  
THE FY24 SAFER OUTCOMES: ENHANCING DE-ESCALATION AND  
CRISIS RESPONSE TRAINING FOR LAW ENFORCEMENT GRANT  
FUNDS IN AMOUNT NOT TO EXCEED \$60,000 OVER THREE  
YEARS; AND AUTHORIZE THE CHIEF OF POLICE OR THEIR  
DESIGNEE TO EXECUTE THE AGREEMENT

Virtra, Inc. is the sole developer of the Virtra force option training simulator. The Virtra training simulator is equipment that facilitates the training of first responder training programs; specifically, De-Escalation and Crisis Response Training.

In 2020, the Fresno Police Department Regional Training Center was awarded the C.O.P.S. Department of Justice Grant to assist with equipment and additional training for De-Escalation. The FPDRTC implemented the Virtra training simulator in the state mandated P.O.S.T. "Perishable Skills Program" which is now a basic staple in the training curriculum. The training hardware and software is delicate in nature and requires maintenance and calibration. Should we allow the warranty to lapse, and an issue arises which training personnel are not able to troubleshoot, a service call must be generated to Virtra which would result in costly, unbudgeted repairs.

The Virtra simulator and all equipment associated with it is proprietary. The equipment as well as the computer software can only be purchased and serviced through Virtra, Inc. There are no authorized sales or service dealers, and all requests must go directly through Virtra.

It is recommended the City Manager authorize the Chief of Police or their designee to specify Virtra, Inc, without substitution for the warranty-based service of the Virtra training simulator, under the uniquely qualified competitive bidding exception without an "or equal" provision in the specifications.

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MINDY CASTO, Interim Chief of Police  
Fresno Police Department  
Virtra Inc, Uniquely Qualified Memo  
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It is also recommended that a (3) year contract of up to \$60,000 be awarded to Virtra, Inc for the extended warranty service of the Virtra training simulator.

The Safer Outcomes: Enhancing De-Escalation and Crisis Response Training for Law Enforcement grant funding awarded to the Fresno Police Department specific to Crisis Response Training will cover the three (3) year costs totaling \$60,000.



Approve Request



Deny Request



Melissa Perales, Purchasing Manager

01/27/2025

Date



Approve Request



Deny Request



Georgeanne A. White, City Manager

5/22/25

Date

Attachment(s):  
Report to City Council  
Virtra Agreement and Quote