

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM: 3.39  
(ID # 28778)**

**MEETING DATE:**  
Monday, September 22, 2025

**FROM :** PUBLIC SOCIAL SERVICES

**SUBJECT:** DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS): Approve Agreement DPSS-0005371, without seeking competitive bids, with Ti Training LE, LLC for the purchase of Training Lab and RECON Systems for de-escalation simulation equipment, training and warranty, effective upon signature through November 30, 2031. All Districts; [Total Aggregate Cost \$89,562 and up to \$8,956 in additional compensation; - 100% Federal]

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve Agreement DPSS-0005371, without seeking competitive bids, with Ti Training LE, LLC for the purchase of the Training Lab and RECON systems for de-escalation simulation equipment, training and warranty, effective upon signature through November 30, 2031 in the amount of \$89,562 and authorize the Chair of the Board to sign the Agreement on behalf of the County; and
2. Authorize Purchasing Agent, to issue a Purchase Order(s) for goods and/or services that do not exceed the approved amounts; and
3. Authorize Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to: (a) sign amendments that make modifications to the scope of services that stay within the intent of the Agreement; (b) sign amendments to the compensation provisions that do not exceed the sum of ten percent (10%) of the total aggregate cost of the agreement.

**ACTION:Policy**


  
Charity Douglas, DPSS Director 9/8/2025

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**MINUTES OF THE BOARD OF SUPERVISORS**

On motion of Supervisor Spiegel, seconded by Supervisor Washington and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Medina, Spiegel, Washington, Perez and Gutierrez  
Nays: None  
Absent: None  
Date: September 22, 2025  
xc: DPSS, Purchasing

Kimberly A. Rector  
Clerk of the Board  
By:   
Deputy

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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$89,562	\$0	\$89,562	\$0
<b>NET COUNTY COST</b>	\$0	\$0	\$0	\$0
<b>SOURCE OF FUNDS: 100% Federal</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 25/26 – 31/32</b>	

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

The Department of Public Social Services (DPSS) is entering into an Agreement with Ti Training LE, LLC for the purchase of Training Lab and RECON Systems de-escalation simulation equipment. This board action requests approval of the assigned Single Source Justification (26-045) and Agreement (DPSS-0005371), effective upon signature through November 30, 2031.

The Department of Public Social Services (DPSS) Self Sufficiency Division operates more than sixteen (16) offices throughout the County that provide direct client services. Every day, office lobbies are filled with our most vulnerable clients, some who may be experiencing mental health challenges, traumatic life events, may be under the influence, and any myriads of potential issues that could place both clients and staff at risk for potential harm. The ability to de-escalate a customer before law enforcement arrives or to provide improved customer services is essential to maintaining a safe working environment.

DPSS also employs over thirty (30) Special Investigations Unit (SIU) welfare fraud investigators that serve as peace officers conducting investigations of potential fraud in public assistance programs. As peace officers, they are often placed in high-risk situations that can require split-second decisions. California law emphasizes that peace officers must be trained in appropriate responses to a variety of situations involving persons with mental illness, intellectual disability, specifying conflict resolution and de-escalation techniques for potentially dangerous situations.

The Ti Training Simulator is an advanced, virtual, and immersive training system that offers non-lethal, virtual firearms and tactical training scenarios to improve situational awareness, accuracy, and decision-making. The simulator will allow front-line staff and investigators to practice de-escalation, active threat response, and communication drills, preparing them for potentially dangerous situations without exposing them to harm. The ability to make quick, crucial decisions is essential for ensuring the safety of both the public and our employees.

The simulator and accompanying equipment feature custom-built training scenarios specifically designed for the types of environments in which DPSS staff currently work.

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Mock scenarios will be filmed at DPSS offices with actors and staff to enhance authenticity. The simulator is mobile and can be transported to offices throughout the county without calibrations for efficiency and ongoing training. Internet access is not needed to operate simulation scenarios.

**Impact on Residents and Businesses**

Simulation training will enhance staff effectiveness in de-escalating potentially life-threatening situations and contribute to a safer workplace environment for both staff and clients.

**Additional Fiscal Information**

Funding will be budgeted through the department. Funds for this purchase have been allocated for FY 2025/2026.

<b>DESCRIPTION OF GOODS AND SERVICES</b>	<b>FY 25/26- FY31/32</b>
Simulator Firearm Equipment, Training, Warranty, and Upgrade Total	\$89,562.00*

*\*Total Costs are rounded to the next nearest whole dollar.*

**Contract History and Price Reasonableness**

DPSS's agreement with Ti Training LE, LLC is a new supplier contract. DPSS conducted a product search and analysis which included the informal evaluation of six (6) companies. Other de-escalation simulation equipment vendors researched were unable to meet DPSS' minimum requirements of complete mobility without calibration, onsite training for ten (10) Train the Trainers, customized scenarios filmed at DPSS locations for authenticity, stand-alone equipment with no internet connectivity, and de-escalation scenarios for both front line staff and sworn personnel.

After consideration of product applicability to the scope of work, it was determined that Ti Training LE, LLC met the departments required specifications for providing both law enforcement scenarios and front-office scenarios for de-escalation. The agreement DPSS-0005371 provides delivery, installation, on-site training, new equipment replacement and refurbished laser devices, and a (5) year extended warranty which terms November 30, 2031.

Ti Training LE, LLC is offering a Firing Line Software Discount and a 4-Year Extended Warranty Discount amounting to \$6,000.00. The period of performance includes the initial 1-year warranty on the software and hardware, the 4-year extended warranty, and an additional 1-year warranty on the upgrade and refurbished equipment, in total of six (6) years of acceptance of product from County.

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ATTACHMENTS

- Single Source Procurement, SSJ Tracking #26-045
- DPSS-0005371 Ti Training Simulator Agreement

*Melissa Curtis*  
Melissa Curtis, Deputy Director of Purchasing and Fleet 9/12/2025

*Gregg Gu*  
Gregg Gu, Chief of Deputy County Counsel 9/15/2025



## Agreement

This Agreement is made between Ti Training LE, LLC and County of Riverside, a political subdivision of the State of California, on behalf of the Department of Public Social Services.

### 1. DEFINITIONS

The following definitions will be used as follows:

- A. "Acceptance" refers to Purchaser's written formal confirmation that the final delivery of all products listed in Attachment I meet the contractual specifications and quality standards through inspection, testing, and completion of initial master instructor training.
- B. "Agreement" refers to the terms and conditions, and attachment(s) included here in.
- C. "Effective Date" is upon final signature of all parties.
- D. "CONTRACTOR" refers to Ti Training LE, LLC.
- E. "Out of Warranty" refers to repairs to products that are not covered under the warranty and at customer's expense.
- F. "Purchaser" or "Customer" refers to County of Riverside, a political subdivision of the State of California, on behalf of the Department of Public Social Services.

### 2. DESCRIPTION OF SERVICES

CONTRACTOR shall provide all products and services outlined in Attachment I. Purchaser agrees to pay pursuant to Attachment I and subject to Acceptance.

### 3. PERIOD OF PERFORMANCE

This Agreement shall be effective upon final signature of all parties. CONTRACTOR shall commence performance upon the Effective Date and shall diligently and continuously perform thereafter. The Agreement shall terminate upon expiration of the Warranty Period.

- 4. Customer is also purchasing a warranty for the purchased Ti Training's Simulation Products. CONTRACTOR warrants to Purchaser that the purchased products are free from defects in material and workmanship. The warranty shall commence upon Acceptance and continue for six (6) years unless terminated earlier or otherwise modified via written amendment ("Warranty Period").
- 5. The purchased warranty does not cover: (a) any product, components or parts not manufactured or assembled by TI TRAINING; (b) any prototype, pilot production, or custom products; (c) defects caused by failure to operate the product in a suitable operating environment within the Product's rated capacity and limits; (d) damage due to use of the Products for purposes or with equipment other than those for which it was designed, (e) damage caused by disasters and accidents such as but not limited to fire, flood, wind, rain, lightning, negligence, over-temperature, over-voltage, misapplication of electrical power, and misapplication of live-fire; (f) damage cause by unauthorized attachments, modification and repair to Product's software or hardware including but not limited to the use of any software on the Products that has not been specifically approved by TI TRAINING in writing (excluding Purchaser edited-scenarios), the insertion or removal of circuit or peripheral boards without express approval from TI TRAINING in writing, and the insertion or removal of any I/O connectors when the Product is powered

Ti Training LE, LLC

16163 W. 45<sup>th</sup> Dr., Unit H, Golden, CO 80403

P: 303-414-3555, F: 303-414-3556



without express approval from TI TRAINING; (g) normal wear and tear or cosmetic damage to the product; (h) damage due to improper maintenance; (i) any other abuse, misuse, neglect, mishandling, alteration, or faulty installation by the Purchaser; and (j) compatibility with other components or electrical devices.

6. If the Purchaser discovers within the Warranty Period a failure of the purchased products to conform to specifications or a defect in material or workmanship, it must promptly notify CONTRACTOR in writing within seven (7) business days of the discovery. Within 7-14 business days after both notification and the timely return of the Products or defective parts associated therewith, TI TRAINING will correct any defect in material or workmanship, with either new or used replacement parts provided TI TRAINING is satisfied that the failure was due to a defect in workmanship or material and not because of any reason indicated in the preceding paragraph. Final determination of warranty eligibility shall be made by TI TRAINING and if a warranty claim is considered invalid for any reason, the Purchaser will be charged for services performed and expenses incurred by TI TRAINING in repairing, handling, and shipping the returned Products or part(s). If it is determined the defect was caused by mishandling or not covered by warranty, TI TRAINING will provide a notice with explanation and estimate for approval prior to completing the repair. If the Purchaser disagrees with CONTRACTOR's determination, the Purchaser retains all rights and remedies available under the Uniform Commercial Code as adopted in the State of California, including the right to bring an action for breach of warranty or other applicable remedies. Nothing in this Agreement shall be construed to limit or waive the Purchaser's rights under the Uniform Commercial Code.
7. The warranty period of any replacement or repaired Products or part(s) shall terminate concurrently with the termination of the Warranty Period.
8. Concerning parts or components of the Products not manufactured by TI TRAINING, the Purchaser shall have the benefit, insofar as it may be transferred to the Purchaser, of any rights or warranties that TI TRAINING's liability concerning said parts and components is limited to making the benefit of such rights and warranties available to the Purchaser as indicated.
9. User-level repairs conducted by or for the Purchaser that are not under the express direction of TI TRAINING whether to hardware or software voids the cost of the repair covered under the Warranty Period.



10. TI TRAINING shall not be liable for any failure to perform its obligations hereunder that are due to any circumstances beyond its control including, but not limited to, any inability to obtain any necessary import or export licenses or any other licenses or consents of any governmental or other authority to include travel restrictions as determined by the US Department of State.
- 10.1 Ti Training is a US based Company that supplies catalog off the shelf components as part of your system.
- 10.2 Training on the use of Ti systems includes operation and maintenance training, familiarity with the use and service and calibration of the system. In the event of an inability to solve an issue we are available 24/7 to help.

The process if you have an issue with your system or a component of the system is:

- i. Call, text or email our office using the contact information on the system CPU.
- ii. Set up a time when someone at the location is available to work with Ti on troubleshooting the issue.
- iii. Work with our service department to establish the cause and origin of the issue.
- iv. It may require our service dept to login to the system via TeamViewer for trouble shooting.
- v. Once the issue is identified your service technician will establish the next steps for the resolution which may vary depending on the problem, repair/replacement or a software change can be supported from the US. with COTS (Commercially off the Shelf), items we can source some parts locally.
- vi. A spares part kit for the recoil weapons will be provided with purchase and replenished upon use and need at no additional charge as included as part of the warranty.
- vii. In the event parts are not available locally, please call for an RMA (Return Material Authorization)
- viii. We will work with the end-user on the best path forward to return the system to operating condition, subject to shipping times and parts availability.

11. This Agreement shall be construed under California law. The venue for any disputes arising under this Agreement shall be any court of competent jurisdiction seat within a fifty-mile radius of Riverside, CA.

12. THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSOR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.



13. Unless modified in writing signed by both CONTRACTOR and the Purchaser, the Agreement and purchase orders executed contemporaneously herewith are understood to be the complete and exclusive agreement between the parties superseding all prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this Agreement. No employee of CONTRACTOR or any other party is authorized to make any modifications in addition to those made in this Agreement.
14. This Agreement allocates the risks of product failure between CONTRACTOR and the Purchaser. This allocation is recognized by both parties and is reflected in the price of the Products. The Purchaser acknowledges that it has read this Agreement, understands it and by its acceptance of the Products is bound by its terms.

## **REPAIR AND REPLACEMENT POLICY**

Delivery time for replacement part is 7-10 business days from reported issue.

**WARRANTY REPAIR:** If a repair is necessary under and during the term of the Warranty Period, contact TI TRAINING's Technical Service Department to receive a Return Material Authorization (RMA) Number and return instructions prior to shipping the defective Product(s) or parts to TI TRAINING. The RMA must be referenced on all documentation relating to the return (i.e., shipping documents, shipping label, purchase order, correspondence, etc.). The following information is needed when requesting an RMA Number:

1. Model number and option.
2. Serial number,
3. Description of failure,
4. Shipping information,
5. Point of contact and phone number,
6. Billing information, and
7. Purchase order number (required if out-of-warranty).

All costs associated with shipping, taxes, freighting, packaging, and handling of the Product(s) and/or parts shall be paid for by Ti Training.

In the event of a system issue the Customer will make every effort to work with Ti service personnel via phone/Zoom™/WhatsApp™/FaceTime™ to work through the issue, in the rare event of failure Ti service will issue a Return Material Authorization Number (RMA) to have the product sent back for repair or replacement.

A failed system/part under the Warranty Period comes back to the depot for repair, if that same system/part should fail as second time within 90 calendar days of repair, the part would be replaced with a new system/part.

**OUT-OF-WARRANTY REPAIR:** In addition to the requirements provided above concerning warranty repairs, all out-of-warranty repairs require that the Purchaser issue a purchase order to TI TRAINING authorizing the repair and agreeing to cover all costs related thereto. The purchase order number should refer to the RMA Number which is assigned by TI TRAINING's Technical Service Department.

Out of Warranty repairs start after the expiration of the Warranty Period. All costs associated with shipping, taxes, freighting, packaging, and handling of the Product(s) and/or parts shall be paid for by the Purchaser.



## **TI TRAINING SOFTWARE SUPPORT & UPDATE POLICY**

(Included with purchase of the RECON system with no additional cost)

- I. The software delivered with the Products includes both TI TRAINING and third- party software.
- II. The Purchaser acknowledges that CONTRACTOR is not responsible for any third- party software other than providing a work-around for failure of the Products or TI TRAINING software resulting from third party software.
- III. Loading of any software other than (i) scenarios generated by the customer using TI TRAINING authoring tools, and (ii) software supplied by TI TRAINING with or for the Products must be approved by TI TRAINING.
- IV. LOADING ANY SOFTWARE WITHOUT THE WRITTEN PRIOR APPROVAL OF TI TRAINING WILL RESULT IN AN IMMEDIATE TERMINATION OF THE WARRANTY, AND ALL CONSEQUENCES INCLUDING ALL REPAIR AND REPLACEMENT COSTs SHALL BE BORNE BY THE PURCHASER.
- V. To facilitate efficient software support, the Purchaser shall provide a Wi-Fi/internet connection to the system which is capable of transferring data, but ONLY at the direction of TI TRAINING Technical Support. The Purchaser acknowledges that without the availability of Wi-Fi, TI TRAINING cannot guaranty any time frame for software support, and a fault may involve the sending back of the CPU to TI TRAINING for repair at the Purchaser's cost.
- VI. TI TRAINING may from time to time provide Software updates which are limited to same product enhancements and fault repairs. Releases of new TI TRAINING Software products will be available for separate purchase at an upgrade price to be established at the time of the release.
- VII. Engineering Change Notices (ECN's) in the form of written notice and/or file replacements will be issued when necessary to update software modules which have been modified to repair a fault. Ti Training's correction of any software fault in Ti Training's products may require an operating system upgrade to the current revision level and associated costs will be borne by Ti Training. Upgrades to operating system software should only be performed when directed in writing by TI TRAINING.

TI TRAINING hereby reserves the right to make with notice such minor modifications in specifications, designs or materials as deemed necessary to the interface software, projector, or speakers. All changes require customer onsite implementation.



## CONTRACTOR RESPONSIBILITIES

CONTRACTOR shall:

1. Provide Master Instructor training for Up to 10 Train the Trainers at Customer Site in Riverside Area. The Master Instructor Training is designed to Train the Trainer, a service included in this Agreement. The course duration spans over two consecutive business days, approximately 16 hours. Additional Trainings at Customer Site in Riverside are available upon request for up to 10 Train the Trainers per session, for an additional charge. Once a year, refresher training for Master Instructors is provided at Customer's Site in Riverside Area, at no additional charge upon Customer's request. Refresher training typically last 3-4 hours.
2. Provide a full-time Technical support representative who is available in the Golden, CO office, via the toll-free phone number, fax, and email. The office hours in the technical support department are: M - F 7am – 6pm Mountain time. Weekends and after hours, the technical support tech is available 24/7 via mobile phone and email.
3. Provide Online Remote Maintenance.
4. Provide Technical Support 24 Hours a day, 7 calendar days a week, 365 calendar days a year by contacting the Technical Support Hotline via telephone at (303) 414-3555 or by e-mailing support@TiTraining.com.
5. Provide a 4-year Extended Warranty which includes an upgrade in purchased products during the 5th year of the Agreement.
6. Diagnostics, Repair Parts and Labor 100% Covered at the Ti Repair Facility, in Golden, Colorado.
7. Upgrade during the 5th year of the Agreement includes one (1) Year Extended Warranty on replaced and refurbished parts. Items that will be replaced in the Purchaser's support upgrade plan:
  - a. New CPU
  - b. New HDMI 1980x1280 Resolution Projector (3D Ready)
  - c. New 120 Frame Hit Detection Camera
  - d. Complete Refurbish of All Laser Devices
  - e. 1 Year Extended Warranty

Item #	Qty	Name	Description	Rate	Amount	Tax
RECON CORE	1	RECON Single Screen CORE	Portable RECON Single Screen CORE Small Agency Portable Laptop system with Travel Case;	\$24,000.00	\$24,000.00	TAX
—	—	System-Small Agency	25' Cables; Portable speakers; 12' Screen; 950+ interactive scenarios, graphic marksmanship & skill builders. Trainee Action Capture (Picture in Picture video and audio review) Scenario Library with over 950 fully branching scenarios 2 - Training Blue Gun (Inert Laser Training Device) 2 - IR Flashlight			—
RRC-10L	1	RECON Portable Case (Gator)	Projector, laser detect cameras, and speakers mounted in trave case. Eliminates calibration process after relocation and setup.	\$1,800.00	\$1,800.00	TAX
TL-208	1	Firing Line Software	Full Marksmanship and Course of Fire	\$4,000.00	\$4,000.00	TAX
TRS-XXX	2	Recoil Kit for Handgun	Gun not included. Specify Make, Model, Caliber, Generation, Refill or Standard C02. Recoil Kit for handguns (Weapon not included) recoil kit by Dvorak. It is a drop-in kit with no permanent modifications for the gun	\$2,950.00	\$5,900.00	TAX
TRS-MAG	2	Additional Magazines for Recoil Kits	Additional Magazines for Recoil Kit. Specify Make, Model, Refill/ Non Refill	\$350.00	\$700.00	TAX
TL-612	2	OC Laser Canister	Replica OC canister with laser. Realistically sized and shaped, pulsing laser canister that fits into standard duty gear	\$1,400.00	\$2,800.00	TAX
	1	Custom Scenario Production (6- 10) scenarios	SINGLE SCREEN RECON CORE Steady-Cam Onsite Custom Production. (6-10 Multi Branching Scenarios) Includes: All Travel expenses and daily rates for 2 Ti Training Staff members for 1 week All Film Equipment: RED camera, Tripods, microphones and lighting. Steady Cam Rig and Operator All post production special effect editing All Training Lab target and branch editing Technical support for loading the final scenarios Main Role Players will be provided by Ti Training COUNTY will provide all bystander role players.	\$14,900.00	\$14,900.00	NON

	1 Master	At Customer Location for 10 Train the Trainers	\$3,800.00	\$3,800.00	NON
	Instructor Train Onsite	Optional: Additional Training at Riverside DPSS Location upon customer request for up to 10 Train the Trainers per session at quoted cost			
	1 *Discount-Firing Line Software	Premiere Customer	\$-4,000.00	\$-4,000.00	TAX
	1 *Shipping	Shipping for RECON CORE	\$500.00	\$500.00	NON
SV-SIM	1 Vest Return Fire for RECON	TI Return Fire Vest Simulation Package 1—Vest 1 - OTX Box 1—Software for RECON. The vest includes a strobe light, alarm, and vibration.	\$6,500.00	\$6,500.00	TAX
TL-405	1 Shotgun Drop in Laser	12 Gauge adaptor with Laser. Used in customer supplied "Bean Bag" Less Lethal Shotgun. Weapon not included.	\$1,000.00	\$1,000.00	TAX
	1 4 Year Extended Warranty with Upgrade	4 Year Extended Warranty on RECON Core system with Upgrade replacement of CPU/hit detect camera/low light camera/projector, and Laser devices Refurbish during year 5 of the Agreement.	\$24,000.00	\$24,000.00	TAX
	1 *Discount	Discount on 4-Year Extended Warranty	\$-2,000.00	\$-2,000.00	TAX
			<b>Sales Tax</b>	<b>\$5,661.25</b>	
			<b>Estimated Total</b>	<b>\$89,561.25</b>	

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**QUESTIONS? CONTACT US**

Humberto Perez  
humberto@titraining.com  
3034143555

Delivery 30-40 Calendar Days from Receipt of Purchase Order.

During the term of the Agreement, which includes the Warranty Period, CONTRACTOR will keep the following insurance policies in force:

1. WORKER'S COMPENSATION

If the CONTRACTOR has employees as defined by the State of California, the CONTRACTOR shall maintain statutory Workers' Compensation Insurance (Coverage A) as prescribed by the laws of the State of California. Policy shall include Employers' Liability (Coverage B) including Occupational Disease with limits not less than \$1,000,000 per person per accident. The policy shall be endorsed to waive subrogation in favor of The County of Riverside. Policy shall name the COUNTY as Additional Insureds.

2. VEHICLE LIABILITY

If vehicles or mobile equipment are used in the performance of the obligations under this Agreement, then CONTRACTOR shall maintain liability insurance for all owned, non-owned or hired vehicles so used in an amount not less than \$1,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit. Policy shall name the COUNTY as Additional Insureds.

3. COMMERCIAL GENERAL LIABILITY

Commercial General Liability insurance coverage, including but not limited to, premises liability, unmodified contractual liability, products and completed operations liability, personal and advertising injury, and cross liability coverage, covering claims which may arise from or out of CONTRACTOR'S performance of its obligations hereunder. Policy shall name the COUNTY as Additional Insured. Policy's limit of liability shall not be less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than \$2,000,000 per occurrence combined single limit. If such insurance contains a general aggregate limit, it shall apply separately to this agreement or be no less than two (2) times the occurrence limit.

Authorized Signature for Ti Training LE, LLC <i>Paul Barsa</i>	Authorized Signature for COUNTY <i>V. Manuel Perez</i>
Printed Name of Person Signing: Paul Barsa	Printed Name of Person Signing: V. Manuel Perez
Title: Chief Operating Officer	Title: Chair, Board of Supervisors
Date Signed: 8/27/2025	Date Signed: 09/23/2025



ATTEST:  
Clerk of the Board

By: *Whitney Mayo, Deputy*

Approved as to Form  
Minh C. Tran  
County Counsel  
*Katherine Wilkins*

Katherine Wilkins  
Deputy County Counsel

08/27/2025



**Charity Douglas, Director**

Date: Wednesday, August 20, 2025  
From: Charity Douglas, Director, Department of Public Social Services  
To: Purchasing Agent  
Via: Lydia Khalil, Contracts and Grants Analyst, 951-358-3993, LKhalil@rivco.org  
Subject: Request for Ti Training Simulator

The below information is provided in support of my department requesting review for a single or sole source purchase/agreement with a cost of \$5,000 or more for goods and/or services.

Single Source       Sole Source

Supporting Documents: indicate which are included in the request from the list below.

Supplier Quote       Supplier Sole Source Letter       Final draft agreement  
 Final draft Form 11       H-11 approved by RCIT/TSOC       Grant Agreement  
 Other: \_\_\_\_\_

1. Requested Supplier Name: Ti Training LE, LLC Supplier ID: 0000269828

a. Describe the goods/service being requested:

The Ti Training Simulator is a virtual training tool that provides personalized, immersive scenarios designed to provide highly realistic training; increasing staff preparedness for high-risk situations.

The Ti Training Simulator will provide de-escalation training for staff who work in lobbies and must learn to de-escalate difficult customers, it will also support peace officer training for welfare fraud investigators.

b. Explain the unique features of the goods/services being requested from this supplier:

The Ti Training Simulator is completely mobile and can be transported, set up, and operated in different locations without the need to recalibrate each time without internet connectivity.

The Ti Training Simulator provides realistic de-escalation training in a simulated, controlled environment that allows employees to learn, practice, and improve their skills when responding to a situation. The Ti Training Simulator provides interactive, audiovisual simulated scenarios that may occur, but are too costly or dangerous for live training.

The Ti Training LE, LLC Simulator builds custom scenarios with various outcomes that directly resemble and reflect the type of situations staff face daily in their work environment. These custom scenarios allow staff to prepare a plan of action in different scenarios at their office. A production crew will film at DPSS lobbies with DPSS staff to enhance authenticity. Staff will be required to implement de-escalation training in real life conditions.

Ti Training LE, LLC provides onsite Master Instructor Train the Trainer training facilitated by local instructors that are provided onsite.

Other de-escalation simulation equipment vendors Milo, VirTra, Wrap Reality, Street Smarts VR and Range Systems were researched, but were unable to meet the necessary on-site training requirements, customization or complete mobility without calibration. Milo, VirTra and Wrap Reality could provide training, but could not provide the onsite customized scenario production. Street Smarts and Range Systems were non-responsive.

Vendor	On-site customized Scenario Production	Instructor led escalation / de-escalation	Complete Mobility without Calibration	Network needed	Onsite Master Instructor Training for up to 10 Train the Trainers	Continuous Onsite Training	Shared Customized Content	Local Trainers
Ti Training	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes
Milo	No	Yes	No	No	No	No	No	No
VirTra	No	Yes	No	No	No	No	No	No
Wrap Reality	Virtual Reality Headset based							
Street Smarts	Non-Responsive							
Range Systems	Non-Responsive							

c. What are the operational benefits to your department?

The Department of Social Services Self Sufficiency Division operates over 16 offices across Riverside County. There may be customers who are experiencing mental health challenges, traumatic life events, be under the influence, and other potential issues that can place both clients and staff at risk for potential harm. Often, this will leave staff in difficult situations where the need to de-escalate and navigate these life-threatening situations is imperative. The ability to de-escalate a customer’s behavior until law enforcement arrives or to provide improved customer service is essential to maintaining a safe working environment.

There are over 2,000 Self Sufficiency staff and the ability to bring the training to them is essential in terms of efficiency, time and cost savings. The customized scenarios for front-line workers will increase confidence in the ability to address situations encountered. Increased knowledge will bring a greater sense of safety in the workplace and complies with Occupational Safety and Workplace Prevention Plan (SB-553) and Board Policy C-27 Workplace Violence and Threats.

The Department of Public Social Services (DPSS) also employs over thirty (30) Special Investigations Unit (SIU) welfare fraud investigators that serve as peace officers conducting investigations in public assistance. As peace officers, they are placed in high-risk situations that can require split second decisions.

California Assembly Bill (AB) 392 emphasizes the importance of training peace officers in appropriate responses to individuals with mental illness, intellectual disability, and substance use

disorders. It also highlights the need for conflict resolution and de-escalation techniques in potentially dangerous situations. The Ti Training Simulator will also support Welfare Fraud Investigators in maintaining and enhancing their de-escalation skills.

d. Provide details on any cost benefits/discounts.

Ti Training LE, LLC is offering the County two discounts as follows: a Firing Line Software Discount of \$4,000 and a 4-Year Extended Warranty Discount of \$2,000 for a combined discount of \$6,000.00. Ti Training LE, LLC is the only vendor found that offers customized scenarios filmed in DPSS lobbies and using DPSS staff to enhance authenticity. Other vendors explored did not meet the requirements of equipment portability without having to recalibrate, realistic use of force equipment, customizations, onsite film production, and owning equipment. Instructor training is available onsite eliminating the need for costly travel. During the 5<sup>th</sup> year of the contract the vendor will replace the existing equipment with a new computer, new HDMI Projector, new Hit Detection Camera, and refurbish all laser devices. An additional one-year warranty will be provided on the replaced and refurbished equipment.

2. Can this request be formally bid out or procured using a viable solution such as an existing cooperative agreement or existing contract with another department or public entity?

Yes  No

a. If yes, please explain why you are requesting to utilize an SSJ process?

The vendor has an existing GSA Contract 47QRAA24D00BL "Off-the-Shelf Training Devices and Training Materials: Print, Electronic, Audio-Visual, Multi-Media, and Simulation Training Devices ", however it does not meet County's competitive bidding requirements because it is a multiple award schedule selection.

3. Has your department previously requested/received an assigned tracking number for a single or sole source request for this Supplier for the goods/service requested now? *(If yes, please provide the reviewed single or sole source tracking number).*

Yes SSJ# \_\_\_\_\_  No

a. What was the total annual and aggregate amount? \$89,561.25

4. Identify all costs for this requested in the table below:  
If review is for multiple years, all costs must be identified below:

Quantity and Description:	FY 25/26
<b>Simulator Firearm Equipment Total</b>	
• (1) Portable Core simulator	
• (1) Projector and laser detect	
• (1) Firing Line Software	
• (2) Recoil Kits	
• (2) Magazines for Recoil Kits	
• (2) OC Laser Canister	
	<b>\$61,600.00</b>

Quantity and Description:	FY 25/26
<ul style="list-style-type: none"> <li>(1) Customized Scenario Production</li> <li>(1) Return Fire Vest Simulation</li> <li>(1) Drop in Laser for Shotgun</li> </ul>	
Master Instructor Onsite Training for class of 10 Train the Trainers	\$3,800.00
Other Costs: 4-year Extended Warranty with upgrade	\$24,000.00
Discounts Firing Line Software Discount (\$4,000) and 4-Year Extended Warranty Discount (\$2,000)	-\$6,000.00
<b>Subtotal of Equipment, Training, Warranty and Discounts</b>	<b>\$83,400.00</b>
Shipping	\$500.00
Tax	\$5,661.25
<b>Total Costs</b>	<b>\$89,561.25</b>
<b>Additional Compensation (Contingency)</b>	<b>\$8,956.00</b>

5. Period of Performance: 6 years\*

*\* The period of performance includes year 1 equipment purchase, initial 1-year warranty on the software and hardware, 4-year extended warranty, 1-year additional warranty on the upgrade and refurbished equipment which includes technical support.*

Ratify Start Date (if applicable): \_\_\_\_\_

Initial Term Start Date: Effective Upon Signature End Date: November 30, 2031

Number of renewal options (please provide those options: (i.e., one year with an option to renew four additional one-year periods): 0

Aggregate Term/End Date: November 30, 2031

6. Projected Board of Supervisor Date (if applicable): September 22, 2025

**By signing below, I certify that all contractual and legal requirements to do business with the selected supplier has been fully vetted and approved.**

Charity Douglas



08/22/2025

**Print Name**

**Department Head Signature**  
(Executive Level Designee)

**Date**

**PCS Reviewed:**

Monica Mathis                      *Monica Mathis*                      8/28/25  
**Print Name**                                      **Signature**                                      **Date**

Note: Once signed by the Department Head and PCS (signature lines above), the PCS will e-mail completed SSJ form with supporting documents to [psolesource@rivco.org](mailto:psolesource@rivco.org), and cc: Supervising PCS. Please reach out to your assigned PCS with any questions.



**The section below is to be completed by the Purchasing Agent or designee.**

**Purchasing Department Review and Comments:** \_\_\_\_\_

Not to exceed:

One-time \$ \_\_\_\_\_

Annual Amounts reflected in completed chart for Question #4

Total Cost \$ \_\_\_\_\_

Aggregate Amount \$ 98,517.25

*Stacy Orton*                      9/10/2025                      26-045  
**Purchasing Agent Signature**                      **Date**                      **Tracking Number**  
(Reference on Purchasing Documents)