

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

141



**FROM:** Riverside County Information Technology

**SUBMITTAL DATE:**  
January 14, 2014

**SUBJECT:** FY 2014-2015 Service Rates for Riverside County Information Technology (RCIT)  
[\$67,858,445] All Districts

**RECOMMENDED MOTION:** That the Board of Supervisors approve the attached RCIT service rates for FY 2014-2015.

**BACKGROUND:**

**Summary**

Attached is the RCIT FY14/15 rate sheet that maintains current FY13/14 rates for existing services and includes new rates for the Tier 3 data center (RC3).

(continued)

*Kevin K Crawford*  
Kevin K Crawford  
Chief Information Officer

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$	\$ 67,858,445	\$67,858,445	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

**SOURCE OF FUNDS:** County Department budgets  
**Budget Adjustment:** NO  
**For Fiscal Year:** 2014/15

**C.E.O. RECOMMENDATION:** APPROVE  
 BY: *Jennifer L. Sargent*  
 County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

FISCAL PROCEDURES APPROVED  
 PAUL ANGULO, CPA, AUDITOR-CONTROLLER  
 BY: *Russell S. Dominski*  
 RUSSELL S. DOMINSKI 1-16-14

Departmental Concurrence

- A-30
- 4/5 Vote
- Positions Added
- Change Order

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

**FORM 11: FY 2014-2015 Service Rates for Riverside County Information Technology (RCIT)**

**DATE: January 14, 2014**

**PAGE: 2 of 2**

**BACKGROUND:**

**Summary (continued)**

The attached Estimated Deliverable Summary is an estimate of the RCIT costs for anticipated services to be provided to county departments. Modifications to service agreement support may occur during discussions with departments and the final costs may decrease or increase based on requested services. For departments with service agreements the total cost estimates include anticipated recurring costs, pass thru costs, potential project costs, and desktop/server refresh costs as determine by the service agreements. For departments that do not have service agreements estimated costs represent support for current recurring services, service requests and any requested project support. Variations in service costs may be a result of changes in unit quantities. Additionally, the Information Security Office costs have been removed from the RCIT Core Service Rate and will be provided under a separate submittal by the Information Security Officer.

RCIT will continue to work with the EO to look for further cost reductions and eliminate vacated positions resulting from attrition and reassignment wherever possible to meet budget constraints. RCIT will be meeting with County departments to review their FY14/15 service agreement levels.

## RCIT Estimated Deliverables Department Totals

Customer	FY 14/15 RCIT Total	FY 13/14 RCIT Total without ISO	RCIT Difference FY 13/14 Total w/o ISO and RCIT 14/15 Total	% Increase or Decrease	FY13/14 Service Agreement Totals and Estimated Deliverables (Including ISO)
Agriculture Commissioner *	\$ 163,664	\$ 166,489	\$ (2,825)	-1.70%	\$ 169,126
Animal Services *	\$ 817,168	\$ 803,427	\$ 13,741	1.71%	\$ 817,434
Assessor	\$ 978,144	\$ 1,038,692	\$ (60,548)	-5.83%	\$ 1,067,981
Clerk Recorder	\$ 301,249	\$ 298,545	\$ 2,704	0.91%	\$ 326,925
Records Management	\$ 17,761	\$ 18,369	\$ (608)	-3.31%	\$ 19,733
Crest	\$ 37,139	\$ 29,025	\$ 8,114	27.96%	\$ 31,390
	\$ 1,334,293	\$ 1,384,631	\$ (50,338)	-3.64%	\$ 1,446,029
Auditor/Controller	\$ 634,096	\$ 673,406	\$ (39,310)	-5.84%	\$ 687,050
BOS - Clerk of the Board	\$ 141,666	\$ 146,024	\$ (4,358)	-2.98%	\$ 155,120
BOS - District 1	\$ 3,268	\$ 2,492	\$ 776	31.16%	\$ 2,492
BOS - District 2	\$ 2,689	\$ 2,462	\$ 227	9.22%	\$ 2,462
BOS - District 3	\$ 3,212	\$ 2,783	\$ 429	15.40%	\$ 2,783
BOS - District 4	\$ 3,539	\$ 2,950	\$ 589	19.98%	\$ 2,950
BOS - District 5	\$ 2,858	\$ 2,858	\$ 0	0.01%	\$ 2,858
	\$ 157,232	\$ 159,568	\$ (2,336)	-1.46%	\$ 168,664
Community Action *	\$ 274,351	\$ 281,033	\$ (6,682)	-2.38%	\$ 285,581
Cooperative Extension	\$ 6,169	\$ 6,056	\$ 113	1.87%	\$ 6,511
County Counsel *	\$ 168,700	\$ 180,406	\$ (11,706)	-6.49%	\$ 187,683
DCSS	\$ 211,260	\$ 381,369	\$ (170,109)	-44.60%	\$ 415,479
District Attorney	\$ 915,255	\$ 910,672	\$ 4,583	0.50%	\$ 992,627
DPSS	\$ 5,083,210	\$ 4,614,515	\$ 468,695	10.16%	\$ 4,978,355
EDA *	\$ 5,445,618	\$ 5,086,013	\$ 359,605	7.07%	\$ 5,171,425
Environmental Health *	\$ 2,182,517	\$ 2,094,007	\$ 88,510	4.23%	\$ 2,111,562
Executive Office *	\$ 402,853	\$ 152,364	\$ 250,489	164.40%	\$ 155,275
Fire	\$ 546,671	\$ 1,002,330	\$ (455,659)	-45.46%	\$ 1,063,728
First 5	\$ 42,347	\$ 40,153	\$ 2,194	5.47%	\$ 43,791
Flood	\$ 353,261	\$ 356,174	\$ (2,913)	-0.82%	\$ 376,640
Healthcare	\$ 1,360,945	\$ 1,576,382	\$ (215,437)	-13.67%	\$ 1,588,662
Human Resources *	\$ 4,356,184	\$ 4,311,152	\$ 45,032	1.04%	\$ 4,356,632
LAFCO	\$ 3,243	\$ 2,529	\$ 714	28.26%	\$ 2,529
Law Library	\$ 2,531	\$ 2,707	\$ (176)	-6.49%	\$ 2,707
Mental Health*	\$ 5,631,551	\$ 5,780,789	\$ (149,238)	-2.58%	\$ 5,880,845
Office on Aging *	\$ 446,519	\$ 426,548	\$ 19,971	4.68%	\$ 438,372
Parks *	\$ 705,174	\$ 586,414	\$ 118,760	20.25%	\$ 593,236
Probation	\$ 1,075,589	\$ 996,525	\$ 79,064	7.93%	\$ 1,078,389
Public Defender *	\$ 1,399,431	\$ 1,074,595	\$ 324,836	30.23%	\$ 1,105,976
Public Health *	\$ 5,810,952	\$ 6,220,180	\$ (409,228)	-6.58%	\$ 6,289,127
Purchasing *	\$ 850,321	\$ 608,689	\$ 241,632	39.70%	\$ 619,150
RCA *	\$ 47,133	\$ 44,905	\$ 2,228	4.96%	\$ 46,724
RRCMC *	\$ 15,931,732	\$ 16,531,177	\$ (599,445)	-3.63%	\$ 16,722,011
RCTC	\$ 18,663	\$ 20,797	\$ (2,134)	-10.26%	\$ 20,797
Registrar of Voters *	\$ 1,210,393	\$ 1,376,974	\$ (166,581)	-12.10%	\$ 1,387,434
Sheriff	\$ 4,025,168	\$ 3,620,544	\$ 404,624	11.18%	\$ 3,895,698
TLMA - Admin *	\$ 2,717,730	\$ 3,063,955	\$ (346,225)	-11.30%	\$ 3,116,166
TLMA - ALUC *	\$ 7,286	\$ 7,403	\$ (117)	-1.58%	\$ 7,403
TLMA - Building & Safety *	\$ 183,024	\$ 185,056	\$ (2,032)	-1.10%	\$ 185,056
TLMA - Code Enforcement *	\$ 431,809	\$ 468,830	\$ (37,021)	-7.90%	\$ 468,830
TLMA - Counter Services *	\$ 72,198	\$ 73,077	\$ (879)	-1.20%	\$ 73,077

2.46

TLMA - EPD *	\$ 28,965	\$ 28,393	\$ 572	2.01%
TLMA - Garage *	\$ 115,082	\$ 119,135	\$ (4,053)	-3.40%
TLMA - Planning *	\$ 223,209	\$ 156,318	\$ 66,891	42.79%
TLMA - Survey *	\$ 154,309	\$ 158,511	\$ (4,202)	-2.65%
TLMA - Transportation *	\$ 875,469	\$ 935,940	\$ (60,471)	-6.46%
	\$ 4,809,081	\$ 5,196,618	\$ (387,537)	-7.46%
Treasurer/Tax Collector	\$ 1,066,243	\$ 971,812	\$ 94,431	9.72%
Veterans Services *	\$ 56,565	\$ 48,606	\$ 7,959	16.37%
Waste Management	\$ 297,039	\$ 328,588	\$ (31,549)	-9.60%
WRCOG	\$ 15,323	\$ 18,213	\$ (2,890)	-15.87%
<b>Grand Total Estimate</b>	<b>\$ 67,858,445</b>	<b>\$ 68,037,353</b>	<b>\$ (178,908)</b>	<b>-0.26%</b>

\$ 28,393
\$ 119,135
\$ 156,318
\$ 158,511
\$ 935,940
\$ 5,248,829
\$ 986,729
\$ 49,971
\$ 344,779
\$ 18,213
\$ 69,753,768

Note: These are estimates only and subject to change based on what Departments choose to purchase and services negotiated in the service agreements. Departments are only billed actuals.

\* Represents departments that currently have a Service Agreement in place.

# FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT	DEFINITION	UNIT	FY 13/14	BUDGET ACCOUNT
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**Office of the CJO Rate:**

Core Service	The Core rate includes Security, Comet Connectivity, Desk Phone (Astra or Norstar), Voicemail, Wireless Connectivity, Website and Sharepoint Hosting, CRM and GIS. The Core rate does not include request for adds, moves or changes to phones, or application modifications, customizations or development to GIS, Sharepoint, Websites, or CRM.	per Device	<b>\$61.18</b>	<b>\$68.76</b>	520350
<b>Expert Time Rates:</b>					
Applications Development Expert Time	Applications development using standard web and applications technologies. Does not require vendor specific training or certification.	per Hour	<b>\$89.51</b>	<b>\$89.51</b>	521640
Applications Development Expert Time - Overtime	Applications development using standard web and applications technologies after-hours or on weekends	per Hour	<b>\$98.29</b>	<b>\$98.29</b>	521640
Business Process Analyst Expert Time	Per hour cost for a Business Process Analyst.	per Hour	<b>\$72.00</b>	<b>\$72.00</b>	525440
Business Process Analyst Expert Time - Overtime	Per hour cost for a Business Process Analyst after-hours and on weekends.	per Hour	<b>\$94.87</b>	<b>\$94.87</b>	525440
Business System Analyst Expert Time	Per hour cost for a Business System Analyst.	per Hour	<b>\$87.01</b>	<b>\$87.01</b>	525440
Business System Analyst Expert Time - Overtime	Per hour cost for a Business System Analyst after-hours and on weekends.	per Hour	<b>\$87.12</b>	<b>\$87.12</b>	525440
Communication Analyst Expert Time	Per hour cost for a technician for repairs, installs, etc.	per Hour	<b>\$78.78</b>	<b>\$78.78</b>	521340
Communication Analyst - Overtime	After-hours or weekends per hour cost for a technician for repairs, installs, etc.	per Hour	<b>\$96.05</b>	<b>\$96.05</b>	521340
Data Engineering Expert Time	Hourly rate to design, implement and/or maintain Data communication networks and infrastructure of Countywide Communication facilities.	per Hour	<b>\$82.55</b>	<b>\$82.55</b>	524820
Data Engineering Expert Time - Overtime	Weekend or after-hours rate to design, implement and/or maintain Data communication networks and infrastructure of Countywide Communication facilities.	per Hour	<b>\$103.09</b>	<b>\$103.09</b>	524820
Database Administrator Expert Time	Expert level application database engineering and administration services.	per Hour	<b>\$81.78</b>	<b>\$81.78</b>	521640
Database Administrator Expert Time - Overtime	After-hours and weekend expert level application database engineering and administration services.	per Hour	<b>\$98.01</b>	<b>\$98.01</b>	521640

# FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT		DEFINITION	FY 14/15	UNIT	FY 13/14	BUDGET ACCOUNT
GIS Expert Time	GIS Services includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information.		\$107.09	per Hour	\$107.09	525440
GIS Expert Time - Overtime	GIS Services includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information on weekends and after-hours.		\$126.21	per Hour	\$126.21	525440
Infrastructure Engineering Expert Time	Hourly rate to design, implement and/or maintain Voice networks and infrastructure of Countywide Communication facilities.		\$85.66	per Hour	\$85.66	524820
Infrastructure Engineering Expert Time - Overtime	Weekend or after-hours rate to design, implement and/or maintain Voice networks and infrastructure of Countywide Communication facilities.		\$103.34	per Hour	\$103.34	524820
Network Administrator Expert Time	Per hour cost for a network administrator.		\$75.29	per Hour	\$75.29	521360
Network Administrator Expert Time - Overtime	Per hour cost for a network administrator after-hours and on weekends.		\$81.20	per Hour	\$81.20	521360
Security Office Technologist Expert Time	Dedicated and customized departmental support for application reviews, standards, policies, and BCP/DR reviews, taking into account any unique or specialized business needs.		\$101.39	per Hour	\$101.39	521340
System Administrator Expert Time	Server Engineer - advancing trouble shooting and diagnostic skills, building Windows domains with Active Directory or Novell Trees, installing Windows or Novell servers for an entire department, resolving security issues. Monitor, update, patch, customize servers. Manage backup of data on servers.		\$89.56	per Hour	\$89.56	521360
System Administrator Expert Time - Overtime	Weekend or after-hours server engineer support - advancing trouble shooting and diagnostic skills, building Windows domains with Active Directory or Novell Trees, installing Windows or Novell servers for an entire department, resolving security issues. Monitor, update, patch, customize servers. Manage backup of data on servers.		\$107.27	per Hour	\$107.27	521360
System Operator Expert Time	Help Desk services provided outside of normal duties to customers. EX taking calls for vacationing IT departments.		\$57.28	per Hour	\$57.28	521360
System Operator Expert Time - Overtime	Help Desk services provided outside of normal duties to customers on weekends and after-hours. EX taking calls for vacationing IT departments.		\$73.15	per Hour	\$73.15	521360
Telephone Coordinators Expert Time	Hourly costs for support personnel to facilitate requests for adds, moves and changes.		\$59.40	per Hour	\$59.40	520320



## FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT		DEFINITION	FY 14/15	UNIT	FY 13/14	BUDGET ACCOUNT
Telephone Coordinators Expert Time - Overtime	Per hour cost for support personnel to facilitate requests for adds, moves and changes to external customers on service requests and post cut support after-hours.	\$74.85	per Hour	\$74.85	520320	
Telephone Technicians Expert Time	Hourly costs for adds, moves, installs, changes or other special requests.	\$83.20	per Hour	\$83.20	520250	
Telephone Technicians Expert Time - Premium	Hourly costs for moves, changes or other special requests that must be done after-hours or on weekends.	\$93.13	per Hour	\$93.13	520250	
User Technician Expert Time	Desktop Engineer - advancing trouble shooting and diagnostic skills, building customized computer images, installing new computers for entire department, resolving security issues or working with System Administrators on Network devices like switches and routers.	\$68.19	per Hour	\$68.19	521360	
User Technician Expert Time-Overtime	Desktop Engineer - advancing trouble shooting and diagnostic skills, building customized computer images, installing new computers for entire department, resolving security issues or working with System Administrators on Network devices like switches and routers after-hours.	\$76.40	per Hour	\$76.40	521360	
Web Developer Expert Time	Hourly costs for web development requests.	\$58.54	per Hour	\$58.54	521640	
Web Developer Expert Time - Overtime	Hourly costs for web development requests after-hours and on weekends.	\$77.99	per Hour	\$77.99	521640	
<b>County Departments:</b>						
ACD Scroll Board	Automatic call distribution LCD Display which lists ACD agent information (i.e. # of calls in queue, # of agents).	\$9.90	per Month	\$9.90	520320	
Additional Number	Additional directory number appearance on Ericsson/Aastra Phones.	\$0.20	per Month	\$0.20	520320	
Analog Line	Analog line used for faxes, modems and TDD (Telecommunications Device for the Deaf).	\$2.48	per Month	\$2.48	520320	
Analog Port - Auto Attendant	A device which answers callers with a digital recording and allows callers to route themselves to an extension through a touch tone input, in response to a voice prompt.	\$16.44	per Port per Month	\$16.44	520320	
Analog w/Instrument	Single line phone that can only place and receive one call at a time.	\$3.71	per Month	\$3.71	520320	
Application Hosting - Mainframe	24 X 7 hosting of the Property System including operating, maintaining, software licensing, and disaster recovery for property components running on the mainframe.	\$146,426.67	per Month	\$146,426.67	524760	

# FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT		DEFINITION	FY 14/15	UNIT	FY 13/14	BUDGET ACCOUNT
Call Center - Agent Name	Agent Account for Tracking purposes (must still be associated with either Phone Agent or Desktop Agent).	<b>\$1.27</b>	Per User per Month	<b>\$1.27</b>	520320	
Call Center - Desktop Agent	Dynamic Agent Licensing to be used with Agent Name for Log in purposes on Desktops (Software to be loaded to Department provided PC and must have Access to certain LAN Ports) - multiple Layers of Features.	<b>\$12.72</b>	Per User per Month	<b>\$12.72</b>	520320	
Call Center - Info Manager	Info Manager Software - Real Time Visual Statistics for Call Center and Agents (Software to be loaded to Department provided PC and Must have access to certain LAN Ports).	<b>\$15.91</b>	Per User per Month	<b>\$15.91</b>	520320	
Call Center - IVR	Integrated Voice Response - Menu's to be used within the Call Center to allow Customers to answer questions via Voice (Includes up to 8 Ports).	<b>\$79.53</b>	Per Unit per Month	<b>\$79.53</b>	520320	
Call Center - IVR Inbound Minutes	Integrated Voice Response - Inbound Charges per minute to be used in conjunction with IVR.	<b>\$0.01</b>	Per Minute Per Month	<b>\$0.01</b>	520320	
Call Center - Phone Agent	Dynamic Agent Licensing to be used with Agent Name for Log in purposes on Digital Telephones - multiple Layers of Features.	<b>\$4.45</b>	Per User per Month	<b>\$4.45</b>	520320	
Call Center - Report Manager	Software for Historical Reports on Call Center and Agents (Software to be loaded to Department provided PC and Must have access to certain LAN Ports).	<b>\$15.91</b>	Per User per Month	<b>\$15.91</b>	520320	
Call Center - Supervisor Agent	Dynamic Supervisor Agent Licensing to be used with Agent Name for Log in on Desktops (Must be used in conjunction with Desktop Agent and must have access to certain LAN Ports) - multiple Layers of Features.	<b>\$3.18</b>	Per User per Month	<b>\$3.18</b>	520320	
Custom Application Hosting	Cost for hosting and supporting an Application.	<i>Varies</i>	per Application Per Month	<i>Varies</i>	521640	
Custom Application Support	Support and expert services for a Unique Application.	<i>Varies</i>	per Application Per Month	<i>Varies</i>	521640	
CWDM Circuit	Per 1 Gbps WAN connection over fiber utilizing CWDM (Coarse Wavelength Division Multiplexing).	<b>\$628.03</b>	per Circuit per Month	<b>\$628.03</b>	520260	
Data Center Storage	1 GB of Enterprise storage space.	<b>\$0.52</b>	per GB per Month	<b>\$0.55</b>	521360	
Data Center Back-up	Scheduled and unscheduled backup of specified customer data, both on and off-site. Back-up restoration will be time and material.	<b>\$0.23</b>	Per GB per Month	<b>\$0.09</b>	521360	
Data Center Rack Space	Rental of rack space by the unit (unit=1.75 inches in height) contained within the Data Center.	<b>\$67.13</b>	per Unit per Month	<b>\$13.23</b>	521360	
Data Center Floor Space	Rental of floor space per square foot contained within the Data Center.	<b>\$22.38</b>	per Square Foot per Month	<b>\$10.61</b>	521360	



# FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT	DEFINITION	FY 14/15	UNIT	FY 13/14	BUDGET ACCOUNT
DC Port Connectivity	Per connection needed for equipment in the Server Farm.	\$3.24	per Port per Month	\$3.24	521360
Dect Phone - Basic Phone	Portable Digital extension off the Ericsson/Aastra Phone System with Basic Features.	\$7.03	per Month	\$7.03	520320
Dect Phone - Medic Phone	Portable Digital extension off the Ericsson/Aastra Phone System with Advanced Features.	\$14.06	per Month	\$14.06	520320
Departmental Wireless Network	Per access point for department specific wireless connectivity, which also includes redundancy.	\$34.14	per Access Point per Month	\$34.14	520260
Desktop Services	Troubleshoot, manage, support, repair, inventory, install, setup, patch and configure desktop hardware and software on a desktop computer. Routine tasks and scripted projects. The Desktop Hardware is under warranty.	\$52.33	per Desktop per Month	\$52.33	521360
DMZ Connectivity	Per circuit support for customers virtual DMZ's.	\$13.13	per Circuit per Month	\$13.13	520260
Exchange Web Access	Microsoft Exchange Outlook Web Access (OWA) service and Microsoft Exchange 2007 Client Access Services (CAS).	\$45.97	per Domain per Month	\$45.97	521640
External Exchange System Synchronization	Synchronization services for external exchange systems.	\$255.54	per System per Month	\$255.54	521640
Fax Services	On-line hosted fax services.	\$0.07	per Page	\$0.07	521640
Generic Extension	Virtual extension assigned to a LIM but does not have any physical equipment associated with it.	\$2.48	per Month	\$2.48	520320
Hosted Mailbox	Exchange mailbox on RCIT Server with routing, antivirus, antispsam and web access.	\$12.54	per Mailbox per Month	\$12.54	521640
Norstar Auto Attendant	A device which answers callers with a digital recording and allows callers to route themselves to an extension through a touch tone input, in response to a voice prompt.	\$2.81	per Month	\$2.81	520320
Off Premise Extension	Phone system extension that is extended to an off-site facility which allows for 5 digit microwave calls on Ericsson/Aastra Telephone System.	\$2.48	per Month	\$2.48	520320
Operators-Workstation	Answering position/CTI Application with the ability to place and make calls with PC and phone.	\$250.37	per Month	\$250.37	520320
PeopleSoft Financials	PeopleSoft financial rate is based on transaction lines entered into the financial system.	\$3.94	per Transaction	\$3.94	525300

## FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT	DEFINITION	FY 14/15	UNIT	FY 13/14	BUDGET ACCOUNT
PeopleSoft HRMS	PeopleSoft HRMS rate is based on the payroll warrants counted each pay period.	\$8.75	per Warrant	\$8.75	525310
Reverse Proxy Service	Reverse Proxy services through the corporate DMZ. Provisioned for departments with no internal DMZ.	\$117.74	per Routed Service per Month	\$117.74	521640
Security Analog Phone	Weather and vandal proof single line phone (commonly referred to as a "gorilla phone").	\$11.38	per Month	\$11.38	520320
Departmental Application Server	Troubleshoot, manage, support, repair, inventory, patch and configure server hardware and O/S software. Virus Protection software and Backup system on a server. Software updates are included for example from 5.2 to 5.5. Software upgrades are not included for example 5.2 to 6.1. Software upgrades are considered projects.	\$388.11	per Server per Month	\$388.11	521360
SMTP Routing Services	Simple Mail Transfer Protocol (SMTP) e-mail routing service, provides backbone e-mail routing services for all e-mail systems on CORNET.	\$64.68	per Routed Domain per Month	\$64.68	521640
TCIP/LUNS Connectivity for MF-T1	Per connection charge for clients to connect to the mainframe.	\$1.94	per LUN per Month	\$1.94	521360
Telecomm Access	3rd party access to telephone network. Commonly used on Interactive Voice Response and other CTI applications.	\$0.10	per Month	\$0.10	520320
VPN - Remote Access	Per remote access account to log into the Counties network (CORNET) remotely via virtual private network or dial-up account.	\$6.76	per Account per Month	\$6.76	520260
<b>County Pass Thru Rates:</b>					
GIS Desktop	GIS Desktop is software and data of geographical information.	\$1,200.00	per Desktop	\$1,200.00	521360
Desktop Refresh	Costs associated with a 5-year refresh plan.	\$250.00	per Desktop	\$250.00	521360
Physical Server Refresh	Costs associated with a 5-year refresh plan.	\$2,000.00	per Server	\$2,000.00	521360
Virtual Server Refresh	Costs associated with a 5-year refresh plan.	\$182.00	per Server	\$182.00	521360
<b>Outside Agencies (Non-County Departments):</b>					
Cornet Connectivity	Per PC charge for CORNET access and support.	\$21.56	per Desktop per Month	\$21.56	520260

## FY 14/15 RIVERSIDE COUNTY INFORMATION TECHNOLOGY RATE QUICK REFERENCE GUIDE

SERVICE OR PRODUCT	DEFINITION	FY 14/15	UNIT	FY 13/14	BUDGET ACCOUNT
Norstar Phone	Instruments: M7310, M7208, M7316, 7324, 7406 (Cordless).	<b>\$3.51</b>	per Month	<b>\$3.51</b>	520320
Norstar Voice Mailbox	An electronic storage medium associated with the Norstar Key Telephone System. Voice mail provides the means to answer, page, notify "out of office" and store messages.	<b>\$0.70</b>	per Month	<b>\$0.70</b>	520320
Phone-Astra	Instruments: Aastra/Ericsson.	<b>\$22.76</b>	per Month	<b>\$22.76</b>	520320
Voice Mailbox	An electronic storage medium directly integrated with the Ericsson/Aastra PBX. Voice mail provides the means to answer, page, notify "out of office" and store messages.	<b>\$0.36</b>	per Month	<b>\$0.36</b>	520320
Website Hosting, Static Content	Hosting services for static content websites.	<b>\$491.79</b>	per site per month	<b>\$491.79</b>	521640