

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



**ITEM: 3.23  
(ID # 20855)**

**MEETING DATE:**

Tuesday, January 24, 2023

**FROM :** RIVERSIDE COUNTY INFORMATION TECHNOLOGY:

**SUBJECT:** RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approval of FY 23/24 Service Allocations and Rates and Approval of the update to the Capital Asset Plan for FY 22/23 – FY 26/27 for RCIT, All Districts. [\$0]

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

1. Approve the attached Riverside County Information Technology (RCIT) service allocations and rates for FY 23/24, shown in Attachment A & B; and
2. Approve the Capital Asset/Project Plan for RCIT - \$5,500,000 for the use of restricted net position designated for capital asset replacement requirements, as permitted by the department's available budget for FY 22/23 – FY 26/27, and shown in Attachment C.

**ACTION:4/5 Vote Required, Policy**

*Jim Smith*

Jim Smith, Chief Information Officer

12/16/2022

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**MINUTES OF THE BOARD OF SUPERVISORS**

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

Ayes: Jeffries, Spiegel, Washington, Perez, and Gutierrez  
Nays: None  
Absent: None  
Date: January 24, 2023  
xc: RCIT

Kimberly Rector  
Clerk of the Board

By: *Kimberly Rector*  
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>	\$ 1,187,761	\$ 0	\$ 1,187,761	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: 100% Department Funds</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 22/23 – 26/27</b>	

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

**BACKGROUND:**

**Summary**

This Board item is for the establishment of RCIT’s allocations and rates for Fiscal Year (FY) 23/24. In compliance with the Executive Office Memo dated September 28, 2022, RCIT has absorbed labor increases. RCIT is submitting a preliminary budget of \$89,777,900 for FY 23/24 comprised of the following:

- Enterprise Rate Budget - \$74,376,742
- eProcurement Rate Budget - \$1,881,325
- Dedicated Staff Budget - \$8,821,460
- Laserfiche Budget - \$232,657
- RCIT RC3, RivcoTV and Other Revenue Budget - \$4,465,716

In FY 20/21, RCIT experienced a \$3.9M rate reduction in response to the pandemic and subsequent budget deficits, which has been maintained year over year. In addition to the reduction, for FY 23/24, RCIT will absorb \$2.4M in labor and operating increases to keep the rates flat.

With direction from the Executive Office to maintain a roll-over budget from the prior fiscal year, there are still many projects and “end-of-life” mission-critical equipment that will require funding in future years. RCIT remains committed to using technology and efficient management strategies to ensure resources are utilized in the most effective manner possible.

RCIT’s fixed allocation model is comprised of calculating and establishing baseline percentages for determining cost allocations across departments for the Access and Support allocations now known as the “Enterprise” allocation. The Enterprise allocation encompasses core services such as the County phone system, the County network (CORNET), device support, the RC3 data center, system back-ups, disaster recovery, Office 365 support, etc.

Allocations have also been developed for Document Management and Dedicated Staff, which are not fully utilized by all departments. Effective FY 22/23, RivcoPRO shifted from being managed by Purchasing and Fleet to being managed by RCIT. The RivcoPRO allocation is based on the number of Purchase Orders (POs) processed in FY 21/22. Effective FY 23/24, a

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new RCIT allocation was made for RivcoTV to allow for the full recovery of regular and overtime personnel costs.

RCIT continues to use a "Fixed Allocation Methodology" which has been further refined to eliminate large unpredictable swings and provide a more consistent way to bill and forecast IT spend across departments.

With the need to be prepared for a county-wide emergency response and in accordance with Board Policy B-28, Riverside County Information Technology (RCIT) Operations is requesting to update its Capital Asset/Project Plan to set aside reserves as funding permits in the current and in future budgets for capital asset purchases and replacements. This five-year plan is part of the department's overall management strategy to ensure RCIT infrastructure and systems are properly maintained, managed, and kept up to date. The plan identifies necessary upgrades to address future enterprise infrastructure needs and equipment.

This five-year plan incorporates maintaining an ongoing reserve of up to \$6,687,761 - RCIT Budget, this includes an incremental increase of \$1,187,761. RCIT manages more than 3,000 county-wide mission-critical capital assets. This plan will help to finance the continued investment necessary to properly maintain, replace or upgrade enterprise systems (e.g., PeopleSoft) and core infrastructure equipment (e.g., servers, routers, "end of life" mission-critical equipment, and data center equipment) and to ensure the department meets expected service levels.

This update does not increase rates and costs to the departments. Through more efficient management of resources, departmental restructuring, improved contract negotiations, financing whenever possible, and reserving a portion of unrestricted net assets, RCIT plans to fund this Capital Asset/Project Plan going forward as permitted by the department's budget and available reserves.

All future capital asset purchases will be purchased in accordance with all applicable procurement guidelines and will come separately to the Board for approval as part of the annual or quarterly budget process or individually where required.

**Impact on Residents and Businesses**

Direct departmental service will still be available through direct billing. This updated five-year Capital Asset/Project Plan will positively impact the ability of our departments to serve the citizens and businesses of the County.

**Additional Fiscal Information**

The proposed fixed allocation and rates will ensure full cost recovery for RCIT and help RCIT's customers in their budgeting by providing a pre-determined budgetary amount.

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**Attachments**

- A. RCIT FY 23/24 Rate Schedule
- B. RCIT FY 23/24 Department Allocation
- C. RCIT FY 22/23 Capital Asset Plan

**RIVERSIDE COUNTY INFORMATION TECHNOLOGY FY 23/24 RATE SCHEDULE**

PRODUCT OR SERVICE	UNIT	FY 23/24	FY 22/23	VARIANCE	% incr/decr
Enterprise IT Services (All)	see Cost Allocation				
Laserfiche (Designated)	per License/per Month	\$ 47.52	\$ 47.52	\$ (0.00)	0%
Standard Server Rack Unit (upon request)	per Unit/per Month	\$ 60.16	\$ 60.16	\$ (0.00)	0.00%
3-Phase Server Rack Unit (upon request)	per Unit/per Month	\$ 81.76	\$ 81.76	\$ (0.00)	0.00%
Application Developer (upon request)	actual cost			\$ -	0.00%
Business System Analyst (upon request)	actual cost			\$ -	0.00%
Database Administrator (upon request)	actual cost			\$ -	0.00%

Add-On Rates					
PRODUCT OR SERVICE	UNIT	FY 23/24	FY 22/23	VARIANCE	% incr/decr
Access Support	per User/per Month	\$ 163.76	\$ 163.76	\$ -	0%
Device Support	per Device/per Month	\$ 82.13	\$ 82.13	\$ -	0%
Public Device Support	per Device/per Month	\$ 31.01	\$ 31.01	\$ -	0%
Physical Server Support	per Server/per Month	\$ 2,334.70	\$ 2,334.70	\$ -	0%
Virtual Server Support	per Instance/per Month	\$ 773.57	\$ 773.57	\$ -	0%

Additional Expert Time - Direct Billing based on Actual cost					
SERVICE	DEFINITION	FY 23/24	FY 22/23	VARIANCE	% incr/decr
Application Expert Time	Business Process Analyst and Web Developer			\$ -	0%
Application Expert Time Overtime	Business Process Analyst and Web Developer after-hours			\$ -	0%
Engineering Expert Time	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator			\$ -	0%
Engineering Expert Time Overtime	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator after-hours			\$ -	0%
Technical Support Expert Time	System Operator, Telephone Coordinator, Telephone Technician and User Technician			\$ -	0%
Technical Support Expert Time Overtime	System Operator, Telephone Coordinator, Telephone Technician and User Technician after-hours			\$ -	0%
GIS Expert Time	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information	\$ 57.38	\$ 57.38	\$ -	0%
GIS Expert Time Overtime	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information on weekends and after-hours	\$ 86.07	\$ 86.07	\$ -	0%

Outside Agencies (Non-County Departments)					
SERVICE	DEFINITION	FY 23/24	FY 22/23	VARIANCE	% incr/decr
Analog Line (per Month)	Analog line used for faxes, modems and TDD (Telecommunications Device for the Deaf).	3.62	3.62	\$ -	0%
Analog Port - Auto Attendant (per Port per Month)	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.	20.52	20.52	\$ -	0%
Cisco Analog Line (per Month)	Analog line used for faxes, modems polycom conference phones, POS (point of Sale) and TDD (Telecommunications Device for the Deaf).	3.19	3.19	\$ -	0%
Cisco Analog Phone (per Month)	Analog Phone Instrument.	9.57	9.57	\$ -	0%
Cisco User Phone - Non Core (per Month)	A VoIP phone that is not assigned to a staff member (lobby phone, kitchen, wall phone, a count that is above what the COR is covering)	15.96	15.96	\$ -	0%
Cornet Connectivity (per Desktop per Month)	Per PC charge for CORNET access and support.	24.47	24.47	\$ -	0%
Norstar Phone (per Month)	Instruments: M7310, M7208, M7316, 7324, 7406 (Cordless).	1.26	1.26	\$ -	0%
Norstar Voice Mailbox (per Month)	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.	0.25	0.25	\$ -	0%
PeopleSoft Financials (per Transaction)	PeopleSoft financial rate is based on transaction lines entered into the financial system.	6.38	6.38	\$ -	0%
PeopleSoft HRMS (per Warrant)	PeopleSoft HRMS rate is based on the payroll warrants counted each pay period.	14.53	14.53	\$ -	0%
Phone-Digital (per Month)	Instrument: 213	38.80	38.80	\$ -	0%
Security Services (per Month)	Per PC charge for security services.	10.88	10.88	\$ -	0%
Voice Mailbox (per Month)	integrated with the Cisco/VOIP. Voice mail provides the means to answer, page, notify	0.34	0.34	\$ -	0%
VPN - Remote Access (per Account per Month)	Per remote access account to log into the Counties network (CORNET) remotely via virtual private network.	4.66	4.66	\$ -	0%
Website Hosting, Static Content (per site per Month)	Hosting services for static content websites.	247.93	247.93	\$ -	0%

**RCIT FY 23/24 Department Allocation - Flat Rate/Allocation**  
Summary of Services by Department

Department	% based on 2-year average	Enterprise				Dedicated Staff & Specialized Applications		FY 23/24 Total	FY 22/23 Total	Variance Increase/(Decrease)	% Increase(+)/Decrease(-)
		525840	525810	525890	524790	Dedicated Staff	Laserfiche Allocation				
Account		FY 23/24 TOTAL ENTERPRISE	Dedicated Staff	Laserfiche Allocation	eProcure Allocation	FY 23/24 Total Dedicated Staff & Specialized Applications					
		<b>74,376,742</b>									
Auditor-Controller	0.44%	330,227	-	570	2,494	3,064	333,291	335,216	(1,925)	-0.57%	
Assessor/Co Clerk-Recorder	1.14%	847,462	-	-	12,469	12,469	859,931	860,487	(556)	-0.06%	
Agricultural Commissioner	0.15%	110,714	-	-	2,368	2,368	113,082	112,917	164	0.15%	
Animal Services	1.25%	931,713	-	-	21,084	21,084	952,796	956,179	(3,383)	-0.35%	
Office of Economic Development	0.62%	463,079	-	-	26,474	26,474	489,553	563,371	(73,818)	-13.10%	
Clerk of the Board/BOS	0.80%	595,943	-	-	4,937	4,937	600,880	595,900	4,980	0.84%	
County Counsel	0.45%	338,298	-	-	3,426	3,426	341,724	342,758	(1,034)	-0.30%	
Crest	0.05%	39,102	-	51,322	-	51,322	90,424	90,139	285	<b>0.32%</b>	
District Attorney	1.94%	1,443,365	-	-	10,680	10,680	1,454,045	1,458,046	(4,000)	-0.27%	
DCSS	2.54%	1,886,414	174,313	3,421	20,580	198,314	2,084,729	2,088,454	(3,725)	-0.18%	
DPSS	32.36%	24,067,701	4,237,115	-	36,852	4,273,967	28,341,668	28,186,535	155,133	0.55%	
Facilities Mgmt	2.80%	2,083,046	170,017	-	176,402	346,419	2,429,465	2,323,554	105,910	4.56%	
Environmental Health	2.09%	1,557,986	346,967	570	11,260	358,797	1,916,783	1,925,301	(8,518)	-0.44%	
Emergency Management	0.93%	694,569	18,028	-	10,378	28,406	722,975	741,719	(18,743)	-2.53%	
Executive Office	0.28%	211,513	-	7,413	5,491	12,904	224,417	401,454	(177,037)	-44.10%	
Fire	0.59%	441,667	-	-	86,803	86,803	528,470	537,913	(9,443)	-1.76%	
First Five	0.27%	198,616	-	3,992	8,262	12,254	210,870	215,799	(4,929)	-2.28%	
Flood	1.89%	1,406,484	435,006	-	21,814	456,820	1,863,304	1,893,854	(30,550)	-1.61%	
HHPWS	1.97%	1,461,886	200,319	-	15,164	215,483	1,677,369	1,658,363	19,006	1.15%	
Human Resources	3.05%	2,270,399	662,595	51,322	26,323	740,239	3,010,639	2,995,846	14,792	0.49%	
Law Library	0.00%	1,977	-	-	-	-	1,977	1,987	(9)	-0.48%	
Office on Aging	0.45%	332,088	-	-	25,592	25,592	357,680	363,661	(5,981)	-1.64%	
Parks	0.52%	388,829	-	-	26,852	26,852	415,681	405,015	10,666	2.63%	
Probation	5.05%	3,756,274	511,705	-	81,513	593,218	4,349,493	4,368,816	(19,324)	-0.44%	
PSEC	0.17%	125,142	-	-	12,645	12,645	137,787	137,570	217	0.16%	
Public Defender	1.90%	1,415,930	-	-	9,194	9,194	1,425,124	1,431,011	(5,887)	-0.41%	
Purchasing and Fleet	0.67%	498,420	146,681	-	26,953	173,633	672,054	754,730	(82,677)	-10.95%	
RCA	0.03%	22,124	-	-	-	-	22,124	22,229	(106)	-0.48%	
RUHS - Behavioral Health	4.05%	3,009,317	-	-	122,950	122,950	3,132,267	3,178,621	(46,354)	-1.46%	
RUHS - Care Clinics	0.70%	521,984	-	-	-	-	521,984	524,476	(2,492)	-0.48%	
RUHS - Medical Center	11.04%	8,209,386	-	-	393,510	393,510	8,602,895	8,671,332	(68,437)	-0.79%	
RUHS - Public Health	1.63%	1,212,031	-	65,577	43,376	108,953	1,320,984	1,332,674	(11,690)	-0.88%	
Registrar of Voters	1.06%	788,610	251,168	-	8,564	259,732	1,048,342	801,122	247,221	30.86%	
Sheriff	10.96%	8,152,046	-	-	402,981	402,981	8,555,027	8,486,192	68,836	0.81%	
TLMA	4.43%	3,296,655	1,221,466	42,768	197,888	1,462,123	4,758,778	4,736,410	22,368	0.47%	
Treasurer-Tax Collector	0.43%	316,354	-	-	5,819	5,819	322,173	323,527	(1,354)	-0.42%	
Veterans Services	0.07%	53,457	-	-	1,008	1,008	54,464	54,855	(391)	-0.71%	
Waste Resources	1.20%	895,934	446,080	5,702	19,220	471,002	1,366,936	1,188,454	178,482	15.02%	
<b>Total</b>	<b>100.00%</b>	<b>74,376,742</b>	<b>8,821,460</b>	<b>232,657</b>	<b>1,881,325</b>	<b>10,935,442</b>	<b>85,312,183</b>	<b>85,066,488</b>	<b>245,695</b>	<b>0.29%</b>	
RCIT RC3, RivcoTV and Other Revenue							4,465,717	4,306,597	159,120		
<b>Total Budget</b>							<b>89,777,900</b>	<b>89,373,085</b>	<b>404,815</b>	<b>0.45%</b>	

Note(s):

\* Dedicated staff is an estimate based on top step for recruitment purposes; Departments will be billed based on actual filled positions only.

\*\*Business and Community Services changed name to Office of Economic Development

**RCIT Five-Year Capital Asset Plan**

**Business Unit:** ITARC

**Fund-Dept ID:** 45500-7400101000

<b>Project Title</b>	<b>FY22/23</b>	<b>FY23/24</b>	<b>FY24/25</b>	<b>FY25/26</b>	<b>FY26/27</b>	<b>Total</b>
RCIT End Of Life Equipment	\$2,309,360	\$579,238	\$529,238	\$529,238	\$529,238	\$4,476,312
Hardware	\$504,889	\$4,700	\$4,700	\$4,700	\$4,700	\$523,689
Software	\$100,000	\$0	\$400,000	\$0	\$0	\$500,000
<b>Total</b>	<b>\$2,914,249</b>	<b>\$583,938</b>	<b>\$933,938</b>	<b>\$533,938</b>	<b>\$533,938</b>	<b>\$5,500,000</b>