

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



ITEM: 3.12
(ID # 26857)

MEETING DATE:
Tuesday, January 14, 2025

FROM : RIVERSIDE COUNTY INFORMATION TECHNOLOGY

SUBJECT: RIVERSIDE COUNTY INFORMATION TECHNOLOGY: Approval of FY 25/26 Service Allocations and Rates and Approval of the update to the Capital Asset Plan for FY 24/25 – FY 28/29 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 25/26, 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 24/25 – FY 28/29, shown in Attachment C.

ACTION:4/5 Vote Required, Policy


Jim Smith, Chief Information Officer 1/7/2025

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez 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: January 14, 2025
xc: RCIT

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$ 0	\$ 0	\$ 0	\$ 0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	\$ 0
SOURCE OF FUNDS: N/A			Budget Adjustment: No	
			For Fiscal Year: 24/25 – 28/29	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

This Board item establishes RCIT's allocations and rates for FY 25/26. The proposed FY 25/26 Enterprise Rate is \$88,832,815, an 8.92% increase from the current FY 24/25 Enterprise Rate of \$81,555,057. This increase accounts for labor costs and increases in ISF/GSS, COWCAP, RC3 lease expenses, and EOL 3850 Switches Project costs. Additionally, RCIT has established the Oracle License Verification Fee Allocation. As a result of increasing Full-Time Equivalents (FTEs) and the adopted budget increasing year over year, RCIT transitioned to an allocation method based on the adopted budget. Each department is now charged its fair share of the estimated trigger costs associated with exceeding license limits. This approach promotes fairness and transparency.

RCIT's fixed allocation model calculates and establishes baseline percentages to determine cost allocations across departments for the Enterprise allocation. The Enterprise allocation encompasses core services such as the County phone system, CORNET, support for devices and the RC3 data center, backup, disaster recovery, Office 365, etc.

RCIT continues using a "Fixed Allocation Methodology," which has been refined to eliminate large, unpredictable swings and provide a more consistent way to bill and forecast IT spending 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 updated. 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 \$5,500,000 - RCIT Budget. 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 Upgrade) and core infrastructure equipment (e.g.,

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

servers, routers, "end of life" mission-critical equipment, and data center equipment) and to ensure the department meets expected service levels.

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, but some service levels may be delayed. This updated five-year Capital Asset/Project Plan will positively impact our departments' ability to serve the county's citizens and businesses.

Additional Fiscal Information

The proposed fixed allocation and rates will ensure full cost recovery for RCIT and provide a pre-determined budgetary amount to help RCIT's customers with budgeting.

ATTACHMENTS:

- A. RCIT FY 25/26 Rate Schedule
- B. RCIT FY 25/26 Department Allocation
- C. RCIT FY 24/25 Capital Asset Plan


Rene Casillas, Internal Audits Chief 1/8/2025


Tanya Harris, Assistant Auditor Controller 1/8/2025


Alonzo Barrera, Principal Management Analyst 1/8/2025

RIVERSIDE COUNTY INFORMATION TECHNOLOGY FY 25/26 RATE SCHEDULE

<i>PRODUCT OR SERVICE</i>	<i>UNIT</i>	<i>FY 25/26</i>	<i>FY 24/25</i>	<i>VARIANCE</i>	<i>% incr/decr</i>
Enterprise IT Services (All)	see Cost Allocation				
Laserfiche (Designated)	shifted to Enterprise		\$ 36.93	\$ (36.93)	-100%
Oracle LVF	see Cost Allocation				
Standard Server Rack Unit (upon request)	per Unit/per Month	\$ 60.16	\$ 60.16	\$ -	0%
3-Phase Server Rack Unit (upon request)	per Unit/per Month	\$ 81.76	\$ 81.76	\$ -	0%
Application Developer (upon request)	actual cost			\$ -	0%
Business System Analyst (upon request)	actual cost			\$ -	0%
Database Administrator (upon request)	actual cost			\$ -	0%

Add-On Rates					
<i>PRODUCT OR SERVICE</i>	<i>UNIT</i>	<i>FY 25/26</i>	<i>FY 24/25</i>	<i>VARIANCE</i>	<i>% incr/decr</i>
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					
<i>SERVICE</i>	<i>DEFINITION</i>	<i>FY 25/26</i>	<i>FY 24/25</i>	<i>VARIANCE</i>	<i>% incr/decr</i>
Application Expert Time	Business Process Analyst and Web Developer			\$ -	n/a
Application Expert Time Overtime	Business Process Analyst and Web Developer after-hours			\$ -	n/a
Engineering Expert Time	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator			\$ -	n/a
Engineering Expert Time Overtime	Communication Analyst, Data Engineer, Network Administrator, Infrastructure Engineer and System Administrator after-hours			\$ -	n/a
Technical Support Expert Time	System Operator, Telephone Coordinator, Telephone Technician and User Technician			\$ -	n/a
Technical Support Expert Time Overtime	System Operator, Telephone Coordinator, Telephone Technician and User Technician after-hours			\$ -	n/a
GIS Expert Time	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information	\$ 78.50	\$ 65.50	\$ 13.00	20%
GIS Expert Time Overtime	Includes mapping, analysis, research, plotting, scanning, addressing, exhibits, queries, etc. of geographical information on weekends and after-hours	\$ 117.75	\$ 98.25	\$ 19.49	20%

Outside Agencies (Non-County Departments)

<i>SERVICE</i>	<i>DEFINITION</i>	<i>FY 25/26</i>	<i>FY 24/25</i>	<i>VARIANCE</i>	<i>% incr/decr</i>
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)	An electronic storage medium directly integrated with the Cisco/VOIP. Voice mail provides the means to answer, page, notify "out of office" and store messages.	\$ 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 25/26 Department Allocation
Summary of Services by Department

Department	% based on 2-year average	Enterprise				Dedicated Staff & Specialized Applications				FY 25/26 Total	FY 24/25 Total	Variance Increase/(Decrease)	% Increase(+)/Decrease(-)
		FY 25/26 TOTAL ENTERPRISE	FY 24/25 TOTAL ENTERPRISE	Increase/(Decrease)	% Increase(+)/Decrease(-)	525810 Dedicated Staff	525820 Oracle LVF	FY 25/26 Total Dedicated Staff & Specialized Applications					
Account		88,832,815	81,555,057	7,277,759	8.92%								
Agricultural Commissioner	0.15%	132,589	121,733	10,856	8.92%	-	800	800	133,389	123,506	9,883	8.00%	
Animal Services	1.26%	1,115,807	1,024,443	91,364	8.92%	-	2,974	2,974	1,118,781	1,024,443	94,338	9.21%	
Assessor/Co Clerk-Recorder	1.14%	1,013,175	919,491	93,684	10.19%	-	5,269	5,269	1,018,443	919,491	98,952	10.76%	
Auditor-Controller	0.45%	395,475	363,093	32,382	8.92%	-	1,342	1,342	396,817	363,536	33,281	9.15%	
Clerk of the Board/BOS	0.80%	709,411	651,324	58,088	8.92%	-	1,444	1,444	710,855	651,324	59,531	9.14%	
County Counsel	0.46%	405,142	371,969	33,173	8.92%	-	594	594	405,736	371,969	33,767	9.08%	
Crest	0.05%	46,547	42,736	3,811	8.92%	-	803	803	47,350	82,624	(35,274)	-42.69%	
DCSS	2.54%	2,259,145	2,074,163	184,982	8.92%	206,093	5,011	211,104	2,470,249	2,258,453	211,796	9.38%	
District Attorney	1.95%	1,728,555	1,587,018	141,537	8.92%	-	18,018	18,018	1,746,573	1,587,018	159,555	10.05%	
DPSS	32.26%	28,654,833	26,295,779	2,359,054	8.97%	4,743,250	135,758	4,879,008	33,533,841	30,704,566	2,829,275	9.21%	
Emergency Management	0.94%	831,807	763,697	68,110	8.92%	-	2,609	2,609	834,415	781,997	52,418	6.70%	
Environmental Health	2.10%	1,865,822	1,713,046	152,776	8.92%	178,944	3,227	182,171	2,047,993	1,896,938	151,056	7.96%	
Executive Office	0.29%	253,305	232,564	20,741	8.92%	86,031	37,447	123,478	376,783	316,959	59,824	18.87%	
Facilities Mgmt	2.79%	2,480,065	2,277,357	202,708	8.90%	206,093	22,252	228,345	2,708,410	2,457,215	251,195	10.22%	
Fire	0.60%	528,935	485,625	43,310	8.92%	-	44,994	44,994	573,929	485,625	88,304	18.18%	
First Five	0.27%	236,432	217,073	19,360	8.92%	-	3,452	3,452	239,884	220,175	19,709	8.95%	
Flood	1.90%	1,684,387	1,546,466	137,920	8.92%	499,207	27,094	526,301	3,210,688	2,002,428	208,260	10.40%	
Housing Workforce Solutions	1.96%	1,740,232	1,597,739	142,492	8.92%	221,635	30,612	252,247	1,992,479	1,806,043	186,436	10.32%	
Human Resources	3.06%	2,719,000	2,496,364	222,636	8.92%	781,826	31,724	813,550	3,532,550	3,229,081	303,469	9.40%	
Law Library	0.00%	2,368	2,174	194	8.93%	-	4,752	4,752	7,120	2,174	4,947	227.53%	
Office of Economic Development	0.59%	523,184	479,983	43,201	9.00%	-	9,770	9,770	532,954	479,983	52,971	11.04%	
Office on Aging	0.45%	397,704	365,139	32,565	8.92%	-	2,358	2,358	400,061	365,139	34,922	9.56%	
Parks	0.52%	465,657	427,529	38,129	8.92%	-	5,856	5,856	471,513	427,529	43,984	10.29%	
Probation	5.06%	4,498,465	4,130,124	368,341	8.92%	608,371	15,971	624,342	5,122,807	4,667,132	455,675	9.76%	
PSEC	0.17%	149,868	137,596	12,272	8.92%	-	1,330	1,330	151,198	137,596	13,602	9.89%	
Public Defender	1.91%	1,695,699	1,556,853	138,846	8.92%	-	5,675	5,675	1,701,374	1,556,853	144,521	9.28%	
Purchasing and Fleet	0.67%	596,902	548,027	48,875	8.92%	419,614	5,430	425,044	1,021,946	895,944	126,002	14.06%	
RCA	0.03%	26,495	24,325	2,169	8.92%	-	-	-	26,495	24,325	2,169	8.92%	
Registrar of Voters	1.06%	944,429	867,097	77,332	8.92%	350,291	2,287	352,578	1,297,007	1,151,586	145,420	12.63%	
RUHS - Behavioral Health	4.06%	3,603,919	3,308,824	295,095	8.92%	-	86,002	86,002	3,689,920	3,308,824	381,096	11.52%	
RUHS - Care Clinics	0.70%	625,121	573,935	51,186	8.92%	-	17,179	17,179	642,300	573,935	68,365	11.91%	
RUHS - Medical Center	11.07%	9,831,453	9,026,437	805,015	8.92%	-	107,242	107,242	9,938,695	9,026,437	912,258	10.11%	
RUHS - Public Health	1.63%	1,451,513	1,332,660	118,852	8.92%	-	14,902	14,902	1,466,414	1,390,278	76,137	5.48%	
Sheriff	10.99%	9,762,784	8,963,392	799,392	8.92%	-	93,149	93,149	9,855,933	8,963,392	892,541	9.96%	
TLMA	4.44%	3,940,754	3,637,563	303,192	8.34%	1,413,783	37,648	1,451,431	5,392,186	4,918,882	473,304	9.62%	
Treasurer-Tax Collector	0.43%	378,861	347,839	31,022	8.92%	-	1,720	1,720	380,581	347,839	32,742	9.41%	
Veterans Services	0.07%	64,019	58,777	5,242	8.92%	-	327	327	64,346	58,777	5,569	9.47%	
Waste Resources	1.21%	1,072,958	985,103	87,855	8.92%	525,740	12,980	538,720	1,611,678	1,443,901	167,777	11.62%	
Total	100.00%	88,832,815	81,555,057	7,277,759		10,240,878	800,000	11,040,878	99,873,693	91,023,914	8,849,777	9.72%	
RCIT RC3, RivcoTV and Other Revenue									11,544,223	9,183,759	2,360,464		
Total Budget									111,417,916	100,207,674	11,210,241	11.19%	

Note(s):

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

RCIT Five-Year Capital Asset Plan
Business Unit: ITARC
Fund-Dept ID: 45500-7400101000

Project Title	FY24/25	FY25/26	FY26/27	FY27/28	FY28/29	Total
RCIT End Of Life Equipment	\$776,334	\$586,400	\$306,400	\$106,400	\$124,466	\$1,900,000
Software	\$800,000	\$700,000	\$700,000	\$700,000	\$700,000	\$3,600,000
Total	\$1,576,334	\$1,286,400	\$1,006,400	\$806,400	\$824,466	\$5,500,000