Positions Added

Change Order

4/5 Vote

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





FROM: Assessor-County Clerk-Recorder and Executive Office

SUBMITTAL DATE: June 7, 2016

SUBJECT: Approval of Amendment No. 4 in the amount of \$574,171 to the Sole Source License Agreement with Pictometry International Corporation to update the County of Riverside's Aerial Imagery

Datab	ase. Districts	: All. [Total Co	st: \$888,695]; Depa	rtment Revenue	38% / State Gran	nt 31% / NCC 31%
	 Approve a Internation \$254,000 f Authorize availability change the 	and execute the corporation for FY 15/16 are the Purchasire of funding an e substantive	the Board of Super ne Amendment No. n to update the co nd \$320,171 for FY ng Agent, in acco nd as approved by terms of the Agree ceed 10% of the pro	4 to the sole sounty's aerial ima 16/17; Irdance with Ord County Counsel Irment; and sign a	agery database dinance No. 45 to: sign amendr amendments to	in the amount of 9, based on the ments that do not
Contir	nued on the ne	ext page		10	_	
121	on al	de la		Miles	Dogoda	
Peter	Aldana,	700-00			rincipal Manageme	ent Analyst
Asses	sor-County Cler	rk-Recorder		Executive Office	9	
FINA	NCIAL DATA	Current Fiscal Year	: Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST		\$ 110,0			N/A	Consent ☐ Policy ☐
	OUNTY COST	\$ 69,4				
			=Dept. Rev. 38%, Gr	ant 31%, NCC 31%		
Amend	dment =Dept. R	lev. 27%, Grant	37%, NCC 36%		For Fiscal Year	: FY 15/16-16/17
C.E.C	D. RECOMME	INDATION:	APPRO	OVE /		
				2001		
			BY:	cex xa	nn	
Coun	ity Executive	Office Signa	ture Ale	x Gann		
		MINUT	TES OF THE BOAR	RD OF SUPERV	ISORS	
		1/6/12 (3-17), 4/30/1	ıз (з-з), ∣ District: All	Agenda N		

10/7/14 (3-3), 12/2/14 (3-2)

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

FORM 11: Amendment No. 4 in the Amount of \$574,171 to the License Agreement with Pictometry International Corporation to update the County of Riverside's Aerial Imagery Database. Districts: All. [Total

Cost: \$888,694]; Department Revenue 38% / State Grant 31% / NCC 31%

DATE: June 7, 2016

PAGE: 2 of 4

BACKGROUND:

<u>Summary</u>

On November 6, 2012 (Item 3-17), the Board approved Pictometry International Corp. (Pictometry) as a sole provider of aerial images for a period of six years. Aerial imagery is an integral part of the new property tax system. The Assessor's goal is to provide its appraisal staff the ability to perform accurate and efficient desktop appraisals and to support property valuations as mandated. Pictometry oblique imagery enables appraisal staff to perform virtual field visits, and quickly determine property characteristics, property condition, and locational attributes from the desk. The implementation of Pictometry's technology has led to better appraisals and a reduction in the number of appeals.

Additional benefits to the county include:

- Reduction in time and expense of field assessments and allocate staff resources more efficiently
- Ability to view properties with restricted or difficult access
- Ability to capture previously undetected taxable property changes in a region
- The improvement of communication during the appeal process using imagery

Pictometry is currently the only oblique imagery project that integrates with the Assessor's existing and known future appraisal applications. Pictometry's aerial imagery technology is being integrated with the County of Riverside's new property tax system currently being developed by Thomson-Reuters. Continuing the use of Pictometry mitigates the risk inherent to new system integration.

The County Executive Office is the Chair for the County of Riverside's Geographical Information Systems Oversight Committee (GISOC). GISOC principle purpose is to implement a shared county vision for the use of Geographic Information Systems (GIS) and geographically based data. GIS is an analytical decision-making tool used worldwide in numerous fields, including public, private and non-profit arenas. The GISOC has adopted an Enterprise GIS road map, which is a comprehensive plan for managing current and future GIS projects. One of the projects is to acquire updated county-wide imagery, through consolidated efforts rather than through individual departments acquiring aerial imagery.

The Assessor, who is a member of GISOC, approached the Executive Office and fellow members regarding an opportunity to amend the current contract with Pictometry. The amendment will allow the county to obtain countywide imagery at an enhanced level for the Assessor in their target boundary and provide much needed updated and enhanced imagery for the remainder of the county. The last time the remaining county area was photographed was in 2007. The area covered in the project was approximately 4,500 sq. miles and the imagery was a 12" orthogonal view (straight down). The acquisition of this imagery will encourage and enable more county departments to use aerial imagery and GIS in their operations. For departments already using aerial imagery and GIS, updated photography and at an increased resolution will be beneficial. By combining resources, the county can obtain county-wide imagery from a trusted source. It is important to note that this is not survey grade imagery. There still might be a need for project specific imagery to be acquired for transportation purposes. This imagery, however, will provide an enhanced view to public safety departments by being more updated and at a better resolution for the Sheriff's department in particular.

The project is divided up into two areas (see attached). Area A is approximately 2,951 sq. miles the imagery will be 9" oblique view (angled) and 6" orthogonal view (straight down). Area B is approximately 4,493, which is the area that has not been photographed since 2007, will have 6" orthogonal view.

The original agreement as well as the current amendment has been approved by TSOC (Attached H-11). The agreement has been approved as to form by County Counsel.

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

FORM 11: Amendment No. 4 in the Amount of \$574,171 to the License Agreement with Pictometry International Corporation to update the County of Riverside's Aerial Imagery Database. Districts: All. [Total

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DATE: June 7, 2016

PAGE: 3 of 4

Impact on Citizens and Businesses

This amendment will further assist appraisers with accurately appraising residential, commercial, and industrial properties and to support property valuations as mandated. There is potential for other departments to use updated imagery in providing service to the public. Also, this is an example of a collaborative effort to pool resources by departments to obtain a product that can be used by multiple departments.

SUPPLEMENTAL:

Additional Fiscal Information

The original contract with Pictometry International in the amount of \$71,774 was for an area of approximately 1,114 sq. miles with a resolution of 9" orthogonal (Straight down) view and 9" oblique (angled) view. The original contract was paid for by departmental revenue. (8/27/12)

Amendment No. 1 to the Agreement with Pictometry was in the amount of \$39,750, although the department was able to have the work performed for approximately \$20,000. The project entailed the conversion of paper data records on commercial, industrial, and apartment buildings being converted into a digital format. The project was paid for by department revenue. (4/18/13)

Amendment No. 2 to the Agreement with Pictometry was in the amount of 15,102. This was for the purchase of an application that enables the Assessor to identify and chronicle changes to a property over time. The project was paid for by departmental revenue. (9/4/14)

Amendment No. 3 to the Agreement with Pictometry was in the amount of \$215,971. The county through the assessor paid for another flight. The project was increased to 2,987 sq. miles with a resolution of 9" orthogonal view and 9" oblique view photos. The project was paid for by grant funding (30%), department revenue (40%) and by general fund (30%). (12/2/2014)

Amendment No. 4 (Proposed) to the Agreement with Pictometry is in the amount of \$574,171. The project is a total of 7,444 sq. miles. Approximately, 2,951 sq. miles will be in a 9" oblique view and 6" orthogonal view, and 4,493 sq. miles will have 6" orthogonal view. Funding for the project come from the following departments:

Assessor/Clerk Recorder \$210,000 State Grant

Executive Office/RCIT Contribution set aside for GIS \$110,000 (NCC)

NPDES \$40,000 (NCC)

Fire \$140,000 (39% Structural Fire tax and Property Tax, 19% Contract Revenue, 42% NCC)

Flood Control \$25,000 (Property Tax Revenue)

TLMA \$50,000 (departmental revenue- various sources)

Funding will occur over two fiscal years with \$110,000 in Fiscal Year 15/16 and \$464,171 in Fiscal Year 16/17.

Contract History and Price Reasonableness

In compliance with Board Policy H-11 (Acquisition and Management of Information Systems and Services), the Riverside county Information Technology has reviewed and recommended the purchase of updated imagery.

This is the 4th amendment to the original contract awarded in 2012 (Item 3.17 11/6/12). The net price for the services to be provided by Pictometry under this contract amendment is \$574,171. The departments are requesting a 10% contingency not to exceed the amended amount. The departments were able to negotiate a \$15,000 discount for this amendment from the vendor. As previously stated, Pictometry is currently the only oblique (angled view) imagery project that integrates with the Assessor's existing and known future appraisal applications. Pictometry International Incorporation aerial imagery technology is being integrated with the

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

FORM 11: Amendment No. 4 in the Amount of \$574,171 to the License Agreement with Pictometry International Corporation to update the County of Riverside's Aerial Imagery Database. Districts: All. [Total

Cost: \$888,694]; Department Revenue 38% / State Grant 31% / NCC 31%

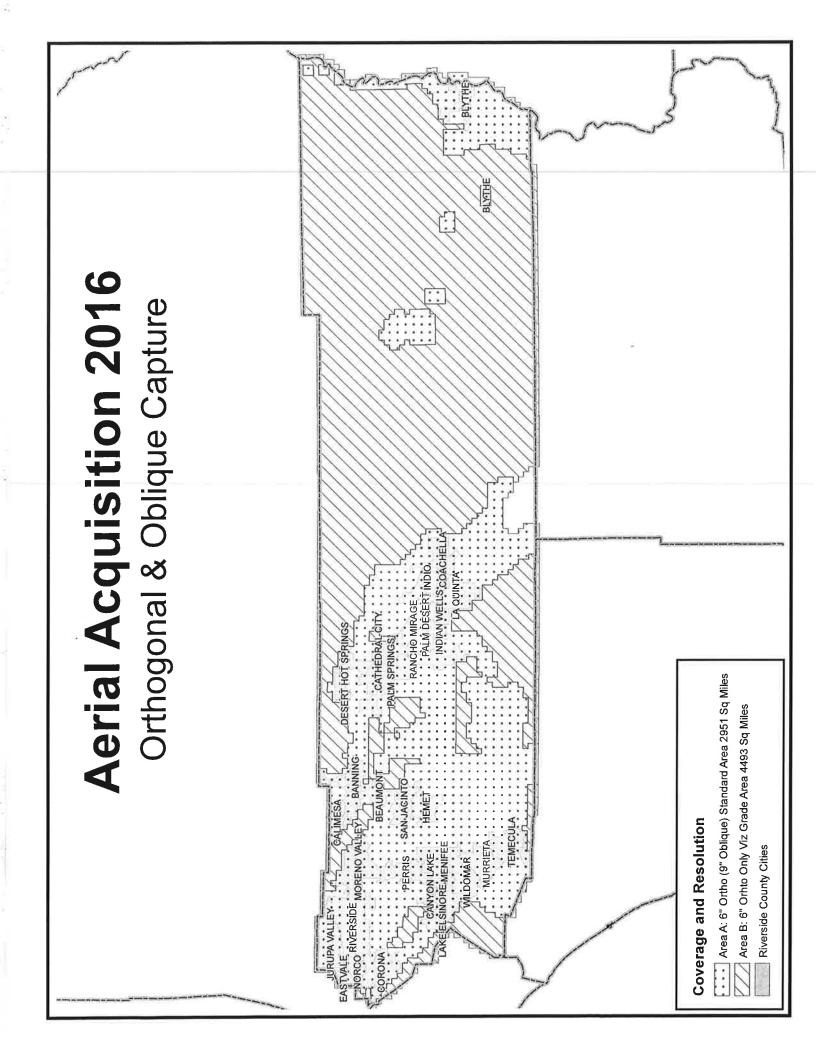
DATE: June 7, 2016

PAGE: 4 of 4

County of Riverside's new property tax system currently being developed by Thomson-Reuters. Continuing the use of this vendor will mitigate the risk inherent to new system integration. Once the new property tax system is running, the potential to use a different vendor may be possible due to stability of the system and technology growth by other vendors.

ATTACHMENT:

Map of Project Areas Amendment No. 4 to the Agreement with Pictometry International Corporation H-11 Form approved by TSOC



AMENDMENT NO. 4 TO AGREEMENT DATED NOVEMBER 6, 2012 BETWEEN PICTOMETRY INTERNATIONAL CORP. ("PICTOMETRY") AND RIVERSIDE COUNTY BOARD OF SUPERVISORS ("CUSTOMER")

1. This Amendment, including all Sections and Appendices referenced herein (collectively, this "Amendment") is entered into by and between Pictometry and Customer and supplements and modifies the terms of the Agreement dated November 6, 2012 as, to the extent applicable, previously modified by addenda or amendments thereto (collectively, the "Agreement"). Any purchase order or similar document issued by Customer in connection with this Amendment is issued solely for Customer's internal administrative purposes and the terms and conditions set forth on such purchase order shall be of no force or effect as between the parties. To the extent that there is any inconsistency between the terms set forth in this Amendment and those set forth in the Agreement, the terms set forth in this Amendment shall prevail.

Section A: Product Descriptions, Prices and Payment Terms Appendix 1: Photogrammetric Product Specifications Sector Map

2. MODIFICATIONS TO AGREEMENT:

With respect to the Third Capture:

- a) The Products, Pricing and Payment Terms set forth in Section A to the Agreement are deleted in their entirety and replaced with the Products, Pricing and Payment Terms set forth in Section A this Amendment;
- b) The Product Parameters set forth in Section A to this Amendment shall be added to the Product Parameters set forth in Section B to the Agreement;
- c) The Appendix 1 set forth in this Amendment shall be added to the Agreement as Appendix 1;
- d) The Sector Map set forth in this Amendment shall be added to the Sector Map set forth in the Agreement;
- e) The Economic Alliance Partnership (EAP) product description set forth in the Standard Terms and Conditions in Section B to the Agreement is replaced with the RapidAccess—Disaster Response Program ("DRP") product description set forth in Section A to this Amendment; and
- f) All other terms and conditions to the Agreement not expressly modified herein shall remain in full force and effect.
- 3. All notices under the Agreement shall be in writing and shall be sent to the following respective addresses:

CUSTOMER NOTICE ADDRESS	PICTOMETRY NOTICE ADDRESS
4080 Lemon Street,6th Floor	25 Methodist Hill Drive
Riverside, CA 92502	Rochester, NY 14623
Attn: Peter Aldana,	Attn: Contract Administration
Phone: (951) 413-2879	Phone: (585) 486-0093 Fax: (585) 486-0098

Either party may change their respective notice address by giving written notice of such change to the other party at the other party's then-current notice address. Notices shall be given by any of the following methods: personal delivery; reputable express courier providing written receipt; or postage-paid certified or registered United States mail, return receipt requested. Notice shall be deemed given when actually received or when delivery is refused.

This Amendment shall become effective upon execution by duly authorized officers of Customer and Pictometry and receipt by Pictometry of such fully executed document.

PARTIES:

CUSTOMER	PICTOMETRY
RIVERSIDE COUNTY BOARD OF SUPERVISORS	PICTOMETRY INTERNATIONAL CORP.
(entity type)	a Delaware corporation
SIGNATURE:	SIGNATURE
NAME:	NAME: LINCA K. SOLDIOL
TITLE:	TITLE: Chiok VP Finance
DATE:	EXECUTION DATE: LIBITU
	DATE OF RECEIPT (EFFECTIVE DATE):

BY: NEAL R. KIPNIS DATE

SECTION A

PRODUCT DESCRIPTIONS, PRICES AND PAYMENT TERMS

ORDER # C122020

QTY	PRODUCT NAME	PRODUCT DESCRIPTION	LIST PRICE	DISCOUNT PRICE (%)	AMOUNT
2,951	IMAGERY - COMMUNITY - 9in (6in Ortho) - Per Sector - Custom Area	Product includes: 9-inch GSD oblique frame images (4-way), 6-inch GSD orthogonal frame images, 1-meter GSD ortho mosaic sector tiles and one area-wide 1-meter GSD mosaic (ECW format). Applicable Terms and Conditions: Delivered Content Terms and Conditions of Use	\$125.00	\$100.00 (20.0%)	\$295,100.00
4,493	IMAGERY - Color Digital Orthophotography - 6 inch GSD - Industry-Standard Delivery Format - per square mile	Product includes: Color Digital Orthophotography - 6 inch GSD ("CDO") consists of 6-inch GSD ortho mosaics delivered to Customer in an open industry-standard digital delivery format not proprietary to Pictometry. See Appendix for mosaic specifications and selected delivery format. Customer shall own the copies of the CDO delivered to the Customer in an industry-standard digital delivery format not proprietary to Pictometry pursuant to this Agreement (the "CDO Deliverables"), notwithstanding anything in this Agreement to the contrary. Pictometry shall retain copies of the CDO Deliverables and shall own those copies. Applicable Terms and Conditions: Order Form	\$58.50		\$262,840.50
2,951	Tiles - Standard (Community 6in GSD; GeoTIFF format) Per Sector	Available with corresponding imagery purchase. 6-inch GSD Mosaic Tiles in GeoTIFF Format. Tiles are provided "as is." Refer to Product Parameters for additional details. Applicable Terms and Conditions: Delivered Content Terms and Conditions of Use	\$10.00	\$5.00 (50.0%)	\$14,755.00
2,951	Mosaic - Area Wide (6in GSD; ECW format; individual) Per Sector	Available with purchase of corresponding tile product. New processing or re-processing to ECW of individual tiles of 6-inch GSD imagery. Tiles are provided "as is." Refer to Product Parameters for additional details. Applicable Terms and Conditions: Delivered Content Terms and Conditions of Use	\$1.00	\$0.50 (50.0%)	\$1,475.50
1	RapidAccess - Disaster Response Program	RapidAccess - Disaster Response Program is an emergency response program offering flights after an emergency or disaster. Refer to the attached detailed description of the Disaster Response Program. Applicable Terms and Conditions: Order Form	\$0.00		\$0.00
1	Media Drive Capacity 931G - Drive Model 1T - EXTPOWER	External USB 2.0 / eSATA Externally Powered. Delivery media prices include copying a complete image library onto media. Sub-warehousing sold separately. Applicable Terms and Conditions: Order Form	\$199.00	\$0.00 (100.0%)	\$0.00
1	Electronic Field Study (EFS)	One copy of Electronic Field Study software, latest version. Applicable Terms and Conditions: Software License Agreement	\$0.00		\$0.00
1	Oblique Imagery Bundle with Two (2) Years of EFS Maintenance & Support	Includes digital copy of the Licensed Documentation for the License Software, two (2) End User Training Sessions, one (1) Advanced User Technical Training, one (1) Administration / TT Training Session, ten (10) hours of telephone support, one copy of Pictometry Electronic Field Study (EFS) software, latest version, on the storage media specified herein, and access to download updated versions of the EFS Licensed Software for a period of two years from the initial date of shipment of the EFS software, along with a copy of the updated documentation. Applicable Terms and Conditions: Software License Agreement	\$0.00		\$0.00

Amount per product = ((1-Discount %) * Qty * List Price)

THIRD PROJECT

Due On or Before June 30, 2016 Due at Initial Shipment of Imagery \$110,000.00 \$464,171.00

Total Payments

Riverside County Board of Supervisors - C122020 20160527

\$574,171.00

Page 2 of 5

DD-0013-20160520

PRODUCT PARAMETERS

THIRD PROJECT

ACCUPLUS IMAGERY

Product:

Elevation Source: Coverage Area Format: Leaf:

Special Instructions:

IMAGERY - Color Digital Orthophotography - 6 inch GSD - Industry-Standard Delivery Format

per square mile USGS

Shapefile Less than 30% leaf cover (Off)

IMAGERY

Product: Elevation Source: Leaf:

Leaf: Special Instructions: IMAGERY - COMMUNITY - 9in (6in Ortho) - Per Sector - Custom Area

USG

Less than 30% leaf cover (Off)

RapidAccess—Disaster Response Program ("DRP")

Customer is eligible for DRP described below from the Effective Date through the second anniversary of the initial Project delivery. Following payment to Pictometry of amounts due with respect to each subsequent Project, Customer will be eligible for the then-current DRP for a period of two years from delivery of such subsequent Project. Customer must be in good-standing with Pictometry to maintain eligibility for DRP.

- A. Disaster Coverage Imagery at No Additional Charge Pictometry will, upon request of Customer and at no additional charge, provide standard quality imagery of up to 200 square miles of affected areas (as determined by Pictometry) upon the occurrence of any of the following events during any period Customer is eligible for DRP:
 - ☐ Hurricane: areas affected by hurricanes of Category II and higher.
 - ☐ Tornado: areas affected by tornados rated EF4 and higher.
 - ☐ Terrorist: areas affected by damage from terrorist attack.
 - Earthquake: areas affected by damage to critical infrastructure resulting from earthquakes measured at 6.0 or higher on the Richter scale.
 - L Tsunami: areas affected by damage to critical infrastructure resulting from tsunamis.
- B. Discounted Rate Coverage for areas affected by the events set forth above exceeding 200 square miles will be, subject to Pictometry resource availability, offered to Customer at the then current DRP rates. Also, coverage for areas affected by hurricanes below Category II, tornadoes below EF4 or earthquakes rated below 6.0 on the Richter scale will be, subject to Pictometry resource availability, offered to Customer at the then current DRP rates.
- C. Online Services Use of Pictometry Connect ExplorerTM Pictometry's DRP includes the use of Connect Explorer for a term of ninety days from the date of delivery of the DRP imagery. Customer shall have access to the DRP imagery for as long as they maintain an active Connect account.

APPENDIX 1

PHOTOGRAMMETRIC PRODUCT SPECIFICATIONS

Color Digital Orthophotography

Product Overview:

Digital ortho-mosaic produced from individual frames and tiled to Customer's preferred tiling scheme. Specifications and deliverables as follows:

Acquisition:

Frame Overlap: 60% forward/30% side

Capture Window: solar elevation generally >30 degrees or most optimal 4-hour window

Environmental Conditions: ground free of snow cover, imagery free of clouds, fog, haze, smoke, and dust

Deciduous Vegetation: less than 30% full bloom

Camera System: Pictometry PentaView Sensor based system; medium format (dual nadir) configuration, dynamic range of 12 bits per band, RGB, resampled to 8 bits

during processing

Image Processing:

Elevation Surface: Best available terrain model will be used to support orthorectification.

Orthorectification: Pictometry will use the exterior orientation values generated from the post-processed POS-INS solution (direct geo-registration), calibrated camera interior orientation models, and the specified digital terrain model to perform the Orthorectification. When rectification requires a resampling of the source imagery, cubic convolution will be used.

Mosaicking: Global color balancing will be applied to all orthophotos to create homogeneous orthophotos within the project area. Mosaic will be created using automated seamline steering only without manual editing.

Tiling Schema: Imagery will be tiled according to mutually agreed upon schema.

Deliverables:

The following will be delivered in State Plane 1983, California Zone 6, NAD 83, US Survey Feet:

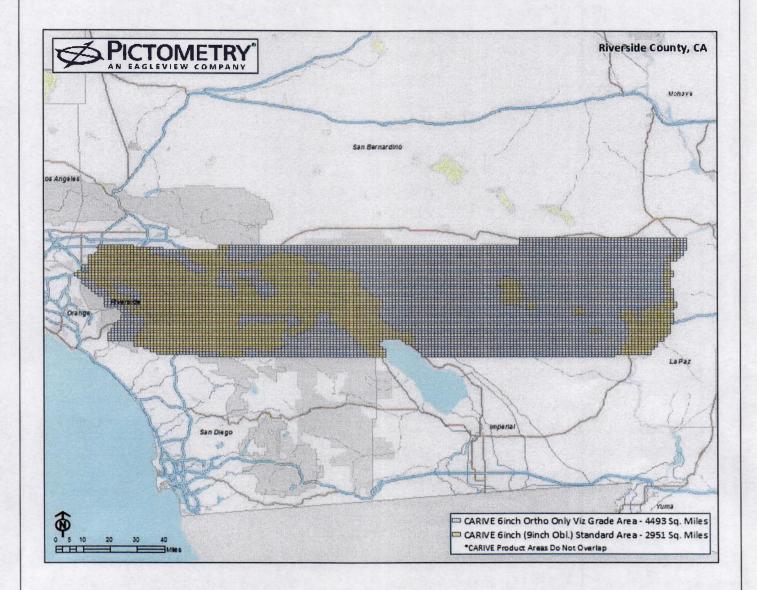
6-inch GSD ortho mosaic tiles (GeoTIFF format; according to specified tiling schema)

6-inch GSD area-wide ortho mosaic (ECW format)

6-inch GSD area-wide ortho mosaic (MrSID format)

FGDC compliant metadata

SECTOR MAP(S)





RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM

PRAOLO-V4359
Tracking Number for
Internal Use Only

To be completed for all departmental purchases of IT systems, services or renewals

REQUESTED			Aerial Imagery	Solution						
DEPARTMEN			Assessor- County Clerk Recorder & RCIT							
CONTACT NA	ME/PHO	_	Parin DelPizzo (9			50362)		1		
			EW EQUIPME		CES 🗸	UPGRADE		REPLACEMEN	T	-
PURCHASE TY	PE:	PI	ROFESSIONAL	SERVICES	√	SOFTWARE		HARDWARE		RENEWAL
DESCRIBE REQUESTED PURCHASE	DESCRIBE REQUESTED Oblique imagery application that supports (1) storage and viewing of images of a location from different compass directions; (2) measurement of elevation, structure height, and						nt, and rcel inty, last lion from 9 or the es image or) to an quisition is			
BUSINESS	Perfor	m m	ore accurate	e desk a	ppraisa	ıls by quickl	y lo	cating prope	erty	and
ADDRESSED	confirming what is being assessed by the use of aerial imagery. Assist with public safety routing needs by providing current on-the-ground conditions. Other departments leverage imagery to enhance decision making processes and improve business workflows.									
ARE THERE ANY THAT PROVIDE T			_	√ NO	Y	S UNI	KNC	OWN		
BUSINESS CRITICALITY Run the business Support current operations Reduce Expenses Improve Customer Service Improve Operational Efficiencies										
BUSINESS	Financial	: Minor	- cost is spread	across multip	de departn	nents.				
RISKS	Operation	nal: Sig	nificant improven	nent in efficie	ncy; will re	duce need for fie	ld vi:	sits by 50%.		
	1							for various departs	men	ils.
ALTERNATIVE	1. (lde	ntify	if any other S	olution]						
SOLUTIONS	2. [Sol	ution]							
	3. [Sol	ution]							
TRANSACTION		Cash	Purchase		Leas	e Purchase	Lea	se Years:		



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM To be completed for all departmental purchases of IT systems, services or renewals

<			
PURCHASE COSTS	COST BENEFIT ANALYSIS		
Hardware: \$			
		CURRENT COSTS	NEW COSTS
Software: \$\$574,171	Implementation		
	One-time (i.e., upgrades)		
Labor: \$0	Ongoing (i.e., maintenance)		
m-4-1.0 h	Other		
Total Cost: \$	V:		

		Used fo	NG - Complet r pass-thru pu	rchases pr	ocessed by	RCIT	nly
% Billed	Account (6 digits)	Fund (5 digits)	Dept. ID (6 – 10 digits)	Program (5 digits)	Class (5 digits)	Grant (9 digits)	Customer Project Code (10 digits)
Departi	nental Fisca	Review (<i>Op</i>	otional):			Date:	
	ment Head S orized design		Dan Ma	ntgray	y	Date: どっろ	-16
RCIT RE	COMMENDA	ATION - for	purchases and	i renewals	under \$10	0,000	
Recomr	nended: 📄	Yes □No (I	Purchases that are	not recomm	ended will be i	reviewed by TSOC	upon request)
Ву:		wish-				Date:	616/16
Chief In	formation O	fficer Signat	ure:			Date:	
RCIT ex	planation fo	r purchases	that are not re	commend	led:		
			ity review for a				
en oer	MANAENIMA						

ISO RECOMMENDATION: Security review for all purchases			
Recommended: Yes	No (in no, provide explanation below)		
CISO Signature:	Date:		



RIVERSIDE COUNTY INFORMATION TECHNOLOGY PROCUREMENT FORM	
o be completed for all departmental purchases of IT systems, services or renewals	

SOC RECOMMENDATION: for purchases and renew ecommended purchases or renewals	
Recommended: Yes No (In no, pro	ovide explanation below)
SOC Chair Signature:	Date: 6/13/14
SOC explanation for denied requests:	