

# Executive Summary

Claims Committee Meeting, September 1, 2022

Board of Governors Meeting, September 21, 2022

## Roof and Property Reporting Services

### Topic

Citizens is requesting approval to contract with EagleView Technologies, Inc. for a three (3) year term for Roof and Property Reporting Services. The services provide aerial imagery and analytics including automated measurements and sketches of roofs within Citizens' claims estimating platform, Xactimate, through integration with the Xactimate product. This time-saving automation is critical in a catastrophe response.

### History

Citizens has contracted with EagleView Technologies, Inc. for Roof and Property Reporting Services since 2019. The current three (3) year contract will expire on January 28, 2023.

The EagleView services provide aerial images of structures and related measurements including angles of roofs, walls, windows, and door openings. The reports integrate with Citizens' claims estimating platform, Xactimate, for automated measurements and sketches of the roofs for loss estimates. The services provide access to nearly two (2) decades of historical imagery, in addition to more than 9.5M miles of new flight imagery collected by EagleView each year. This makes it possible to efficiently analyze property change over time. EagleView is also the only geospatial software provider that is integrated with Xactware.

To date, we have ordered approximately 20,000 reports, with the monthly orders steadily increasing as our policies in force count continues to climb. However, the greatest anticipated benefit of the services will be realized during a large CAT response. In order to expedite the claims handling process, EagleView roof reports are automatically ordered on every CAT claim. This expedites the process as it often negates the need for the adjuster to physically access the roof and eliminates the need for manual measurements. These reports import automatically into the claim file which speeds up completion of the estimate. In addition to this automation, EagleView imagery is four (4) times more detailed than standard aerial imagery and seventy (70) times more detailed than standard satellite imagery, and roof measurements are measured to the ninth decimal point. This ensures a level of accuracy beyond that of manual inspection and reduces physical risk to adjusters who no longer must climb ladders and walk roofs.

EagleView Technologies Inc. is the only roof and property reporting vendor with the Xactware integration necessary for automated measurements and sketches of roofs within Xactimate. Xactware previously provided similar roofing and reporting services through Geomni. These services were provided to Citizens under the contract for Claims Loss Estimating Software. However, in 2019, the US District Court of NJ issued a permanent injunction in a federal infringement lawsuit between EagleView and Xactware. As a result, Xactware was prohibited from selling its competing Geomni products.

As confirmed through market research, as well as the information Citizens was able to verify directly from prospective vendors, EagleView remains the only vendor in the marketplace who can provide this type of Roof and Property Reporting Service to Citizens. As a result, Citizens procured these Services

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through a Single Source process in accordance with Citizens' Purchasing Policy and s. 287.057(3)(c), Florida Statutes.

The proposed (3) year contract includes the same pricing as the expiring (3) year contract. Because this service is procured via a Single Source process, the contract term has been limited to three (3) years. The contract does not include any renewals per s.287.057(13), Florida Statutes. The estimated cost of this contract is not to exceed \$2,152,000. The cost for these services will be included in the annual operating budget and is paid as a Loss Adjusting Expense (LAE).

## Recommendation

The recommendation is listed in the attached Action Item.

## Roof and Property Reporting Services

**ACTION ITEM**

**New Contract**

**Contract Amendment**

**Other** \_\_\_\_\_

**CONSENT ITEM**

**Contract Amendment**

**Existing Contract Extension**

**Existing Contract Additional Spend**

**Previous Board Approval** \_\_\_\_\_

**Other** \_\_\_\_\_

**Action Items:** Items requiring detailed explanation to the Board. When a requested action item is a day-to-day operational item or unanimously passed through committee it may be moved forward to the board on the Consent Index.

**Move forward as Consent:** This Action item is a day-to-day operational item, unanimously passed through committee or qualifies to be moved forward on the Consent Index.

**Consent Items:** Items not requiring detailed explanation to the Board of Governors. Consent items are contract extensions, amendments or additional spending authorities for items previously approved by the Board.

<p><b>Item Description</b></p>	<p><b>Roof and Property Reporting Services</b>                  Single Source No: 22-2004</p>
<p><b>Purpose/Scope</b></p>	<p>This Action Item seeks Board approval of a three (3) year contract for Roof and Property Reporting Services with EagleView Technologies, Inc, the incumbent vendor. The current contract for these services expires on January 28, 2023.</p> <p>The proposed contract has been procured through a single source process in compliance with Citizens' Purchasing Policy and Section 287.057(3)(c), Florida Statutes. EagleView is the only roof and property reporting vendor with the Xactware integration necessary for automated measurements and sketches of roofs within Xactimate.</p> <p>Approval of this Action Item will allow Citizens to continue to receive the same Roof and Property Reporting Services we receive today, needed to:</p> <ul style="list-style-type: none"> <li>• Obtain current imagery and measurements needed to create accurate roof estimates</li> <li>• Expedite the claims handling process</li> <li>• Reduce physical risk to field adjusters by eliminating the need to physically access roofs</li> </ul>
<p><b>Contract ID</b></p>	<p><b>Roof and Property Reporting Services</b>                  Single Source No: 22-2004                  EAGLEVIEW TECHNOLOGIES, INC.</p>

## Roof and Property Reporting Services

<b>Budgeted Item</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Procurement Method</b>	Single Source No: 22-2004 was publicly posted on July 21, 2021, for Roof and Property Reporting Services. A fifteen (15) day opportunity for vendor inquiry, followed by a seventy-two (72) hour opportunity to protest, was provided in accordance with Citizens' Purchasing Policy and Section 287.057(3)(c), Florida Statutes.
<b>Contract Amount</b>	The estimated contract spend over the life of the contract is \$2,152,000. The contract includes the same pricing as the expiring contract.
<b>Contract Terms</b>	The contract will have a three (3) year term, with no renewal option.
<b>Committee Recommendation</b>	<p>Staff proposes that the Claims Committee review, and if approved recommend the Board of Governors:</p> <ul style="list-style-type: none"> <li>a) Authorize the Roof and Property Reporting Services contract with EagleView Technologies Inc. for a term of three (3) years, for an amount not to exceed \$2,152,000, as set forth in this Action Item; and</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li> </ul>
<b>Board Recommendation from Committee</b>	<p>If approved at its September 1, 2022 meeting, the Claims Committee recommends that the Board of Governors:</p> <ul style="list-style-type: none"> <li>a) Authorize the Roof and Property Reporting Services contract with EagleView Technologies Inc. for a term of three (3) years, for an amount not to exceed \$2,152,000, as set forth in this Action Item; and</li> <li>b) Authorize staff to take any appropriate or necessary action consistent with this Action Item.</li> </ul>
<b>Contacts</b>	Jay Adams, Chief Claims Officer