



James A. Nelson, President
Image America, Inc.
8806 Orchard Tree Lane
Towson, Maryland 21286

October 25, 2005

Dear Mr. Nelson,

In 2004 Science Application International Corporation (SAIC) in Columbia, Maryland, issued a Request for Proposal (RFP) to obtain scanning services to image soldier personnel records for Army National Guard (ARNG) soldiers. The effort involved more than 300,000 records in 40 of the 54 states and territories. The average record contained approximately 70 images. In 3 distinct solicitations, vendors were invited to bid on one or more of 11 possible groups of states. Eventually awards were made to 7 scanning vendors, who were responsible for imaging the personnel records in each state in their group (or groups) and sending the images to SAIC for indexing, verification, and transmittal to the Army's Personnel Electronic Records Management System, or PERMS. Images were transmitted using DVD disks, and were organized into files and batches using a naming convention (including full social security number) that required careful quality control on the part of each scanning vendor.

Image America was one of 4 vendors who won two state groups. With 9 states (Alaska, Arizona, Idaho, Montana, New Mexico, Nevada, Oklahoma, Oregon, and Washington), Image America had more states to process than any other vendor. In addition to the technical scanning requirements, Image America had to address the issues of placing equipment and personnel at these geographically dispersed states and moving from state to state relatively quickly.

Image America solved these logistical problems and delivered high quality images that met all of our detailed batch and image requirements. Your staff delivered 98 DVDs containing more than 39,000 records (>2.5 million images) within a seven-month period. Throughout the process Image America kept SAIC informed promptly about status and issues, allowing us sufficient time to address both technical details and programmatic issues (such as unanticipated document preparation required) in a timely manner. The result is that Image America has made a significant contribution to the success of the backfile conversion program and to the satisfaction of our end-users (National Guard Bureau and the states).

We appreciate the professional expertise and hard work that Image America's staff provided to this important task. The effort continues a successful relationship between SAIC and Image America, who also provided substantial support to SAIC's Electronic Land Records On-Line Imagery (ELROI) program. We look forward to working with you again soon.

Sincerely,

William G. Parsons
Science Applications International Corporation