

BELL & HOWELL

July 29, 1988

STAT

[Redacted]
Information & Privacy Coordinator
Central Intelligence Agency
Office of Information Services
Washington, D.C. 20505

Subject: Freedom of Information Act/
Records Management Needs Satisfaction

STAT

Dear [Redacted]

I wish to take this opportunity to share with you the latest Bell & Howell advances relative to management information systems designed expressly for the Freedom of Information Act records management application.

Bell & Howell offers an important step beyond traditional records management and data processing applications, in that our advanced systems incorporate recording, storage, access, retrieval, and distribution of source documents via micrographics and/or optical disk media.

In fact, we are proud to introduce "DEFT" which refers to customized systems designed solely for FOIA records management applications. "DEFT", Docketing/Electronic File Tracking - is based on the premise that there are two virtually universal applications and two needs to satisfy:

Application

- * * Docketing (maintaining a case action register)
- * * Filing

Needs

- * * Public Access
- * * FOIA Protection (i.e. Scientific & Technical Information)

Certainly, there are numerous generic management applications throughout your organization - but rules, regulations and administrative procedures for this application are well defined. This is why it is vital for administrators and record managers to know that Bell & Howell hardware and software can be used as the basis for customized systems under the umbrella of "DEFT".

Information Management Group
Bell & Howell Company

Two Skyline Place, 5205 Leesburg Pike, Fairfax, Virginia 22041-2155 (703) 406-2100

To better illustrate the "DEFT" concept, let me present a Bell & Howell application, "The FOIA Office", which reflects our vision of how an FOIA would handle all incoming requests and case-related transactions.

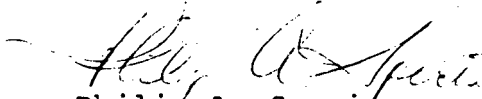
As requests are received or transactions occur, capture the indexing and case summary data, then scan and digitize the documents - create a complete document and management information system utilizing Bell & Howell "Image Search Plus" software and optical disk technology.

An application like this is truly the equivalent of a "customer service" application - offering tremendous return on investment. Think of the "customer" base it would cover: foremost the private individual seeking the services of the FOIA office, industry, lawyers, FOI Service companies and your own administrative and management personnel.

In fact, optical disk technology is ideal for all active matters or any type of documentation requiring frequent lookup or retrieval.

I would also like to take this opportunity to encourage you to call on me at any time to answer any questions or provide further information on the extensive line of Bell & Howell systems.

Sincerely,



Philip A. Sperin
Director, Federal Government Sales

**BELL & HOWELL
LEADS
THE
FOI OFFICE
INTO
THE FUTURE
WITH
OPTICAL DISK
TECHNOLOGY**

Freedom of Information Office

I.	DEFT	1
II.	BELL & HOWELL	2
III.	OPTICAL DISK INFORMATION MANAGEMENT	3
	A. DOCUMENT AND DATA ACCESS	3
	B. PERSONAL COMPUTER ENVIRONMENT	3
IV.	SYSTEM FLOW	4
	A. IMAGE & DATA FLOW	4
	B. CURRENT FOI DOCUMENT FLOW	5
	C. PROPOSED FOI SYSTEM FLOW	6
V.	SYSTEM SOFTWARE	7
	A. BELL & HOWELL DESIGN	7
	B. "FIND" DOCUMENT MANAGEMENT	7
VI.	SYSTEM CONFIGURATION	8
	A. COPYSCAN SCANNER	8
	B. 80286 CPU	8
	C. HIGH-RESOLUTION MONITOR	9
	D. OPTICAL DISK DRIVE	9
	E. LASER PRINTER	9
VII.	SYSTEM DESIGN & INVESTMENT	10
	A. SYSTEM RECOMMENDATION	10
	B. IMAGE SEARCH EQUIPMENT INVESTMENT	11
	C. IMAGE SEARCH PLUS SUPPLIES INVESTMENT	11
VIII.	SYSTEM IMPLEMENTATION	12
	A. INSTALLATION RESPONSIBILITY	12
IX.	BELL & HOWELL SUPPORT	13

"DEFT"

**DOCKET/
ELECTRONIC
FILE
TRACKING**

I. DEFT

Bell & Howell

Building for Tomorrow Today

Image Search Plus (Optical Disk) & Freedom
of Information Act
Equals

"D E F T"

(Docketing/Electronic File Tracking)

Bell & Howell technology and system design offers solutions to your FOIA complex and ever demanding records management needs.

Bell & Howell "Image Search Plus" software and optical disk technology as a stand-alone or network system, will:

- * Scan, store, index and display documents in seconds.
- * Provide for future automated sharing of file data among other departments/divisions.
- * Automate the production of monthly and annual statistical reports.
- * Allow for tracking of files, including aging information.
- * Eliminate duplication of effort required to produce reports, enter file actions, and track files.
- * Support a simultaneous, multi-user environment of transaction processing against a single database.
- * Provide routine file maintenance procedures such as database reorganizations, purges, etc.
- * Provide easily understood message indicator with data and time stamp.

In addition, Image Search Plus is:

- * Easy to operate by non-experienced computer users.
- * Operable in a normal office environment.
- * Easily upgraded to larger systems.
- * Simple to backup and easy to recover.

Freedom of Information Office

II. BELL & HOWELL

The Bell & Howell name is known worldwide for high-quality, high-performance products representing a variety of technologies. Of our main accomplishments, however, the ones with which we're most closely associated are those related to image capture. From motion pictures to micrographics, from videotape to optical disk document management, Bell & Howell has built an enviable reputation by developing systems that faithfully record, store, distribute, and reproduce images.

The Document Management Products Division of Bell & Howell is the industry leader in promoting new ideas and technology that provides active information management. We are not satisfied with the status quo. We prefer to identify problems and find solutions that provide the greatest benefit. Wherever possible we use the latest technology. However, we refuse to push technology for technology's sake. We feel that the best information management system is the one that provides YOUR operation with the greatest benefit.

Bell & Howell's commitment to all of our systems is backed by the largest and finest national service organization in the industry, and a regional network of systems specialists. Our team works with you in the design of a system that will meet your operational needs. The depth of Bell & Howell's product line allows us to select and recommend the correct system configuration for you.

Bell & Howell's Federal Government Sales and Systems Group is located in the metropolitan D.C. area and is responsible on a national level for:

- ** Establishment of system requirements
- ** Design of system applications
- ** Liaison, support, and coordination with the Bell & Howell Sales Force for all Federal sales activities

We are pleased to furnish a proposal recommending the Bell & Howell Image Search Plus (optical disk) system. Image Search Plus is a computer assisted retrieval (CAR) system which integrates the cost effective mass storage capabilities of optical disk with the rapid, flexible data manipulation of the microcomputer (PC). Documents are scanned, digitized, stored, and indexed in seconds. The powerful user-friendly Image Search Plus application software ensures instant access to any document or set of documents in your system. This system is designed to be upgraded as required to include the latest technology, i.e., networking and optical disk "jukeboxes."

III. OPTICAL DISK INFORMATION MANAGEMENT

A. DOCUMENT AND DATA ACCESS

The goal at Bell & Howell has always been to provide you the customer with the latest in technology as it applies to document management. We have been extensively researching the use of optical media, specifically pertaining to "Write Once, Read Many" (WORM). We feel this medium is very useful in certain document management applications.

The Image Search Plus system utilizes 5.25" or 12" WORM optical disks as storage media for digitized images. We have integrated this system into a 80286 microprocessor-based workstation that runs under MS-DOS and is PC AT compatible. This allows you to implement a system that utilizes a microcomputer system very similar to existing PC-based systems now in your operation. The Image Search Plus system consists of a scanner that digitizes images, a high resolution screen that displays images on the workstation, a removable optical disk that stores the digitized images, and a laser printer that prints copies on plain paper identical to the paper used in your office copier. Bond/letterhead paper or transparency Mylar may also be used in the laser printer.

B. PERSONAL COMPUTER ENVIRONMENT

The open architecture of MS-DOS offers standard download/upload capabilities as well as system migration potential through Local Area Networking (LAN). Industry standard PC software for spreadsheets or word processing can run on the same Image Search Plus workstation. Whether you need data, a single document or an entire file, the Image Search Plus system sets the standard for speed of retrieval and quality of images on PC-based document management systems.

IV. SYSTEM FLOW

A. IMAGE & DATA FLOW

The initial step in document capture is feeding a document into the scanner. The 300 dots per inch(DPI), high resolution scanner reads each document and converts it to a data stream which can be stored on either magnetic or optical disk. Within seconds, the image is displayed on the 300 DPI high resolution monitor for viewing and rapid indexing. After the indexing, the data is immediately stored on the selected hard disk and the image is written permanently to the optical disk.

A key component of the Image Search Plus system is the 80286 microprocessor-based CPU. The 80286 microprocessor is the national standard for the workstation of choice. Both image (the document) and data (the index) are controlled by the CPU. The Image Search Plus system can be configured in a variety of internal hard disk sizes and a 1.2 Megabyte(MB) floppy disk. In addition, the system utilizes a magnetic streamer tape cartridge. The streamer tape cartridge is used for:

- ** Backup of the operating system software
- ** Transfer of images and data to other systems

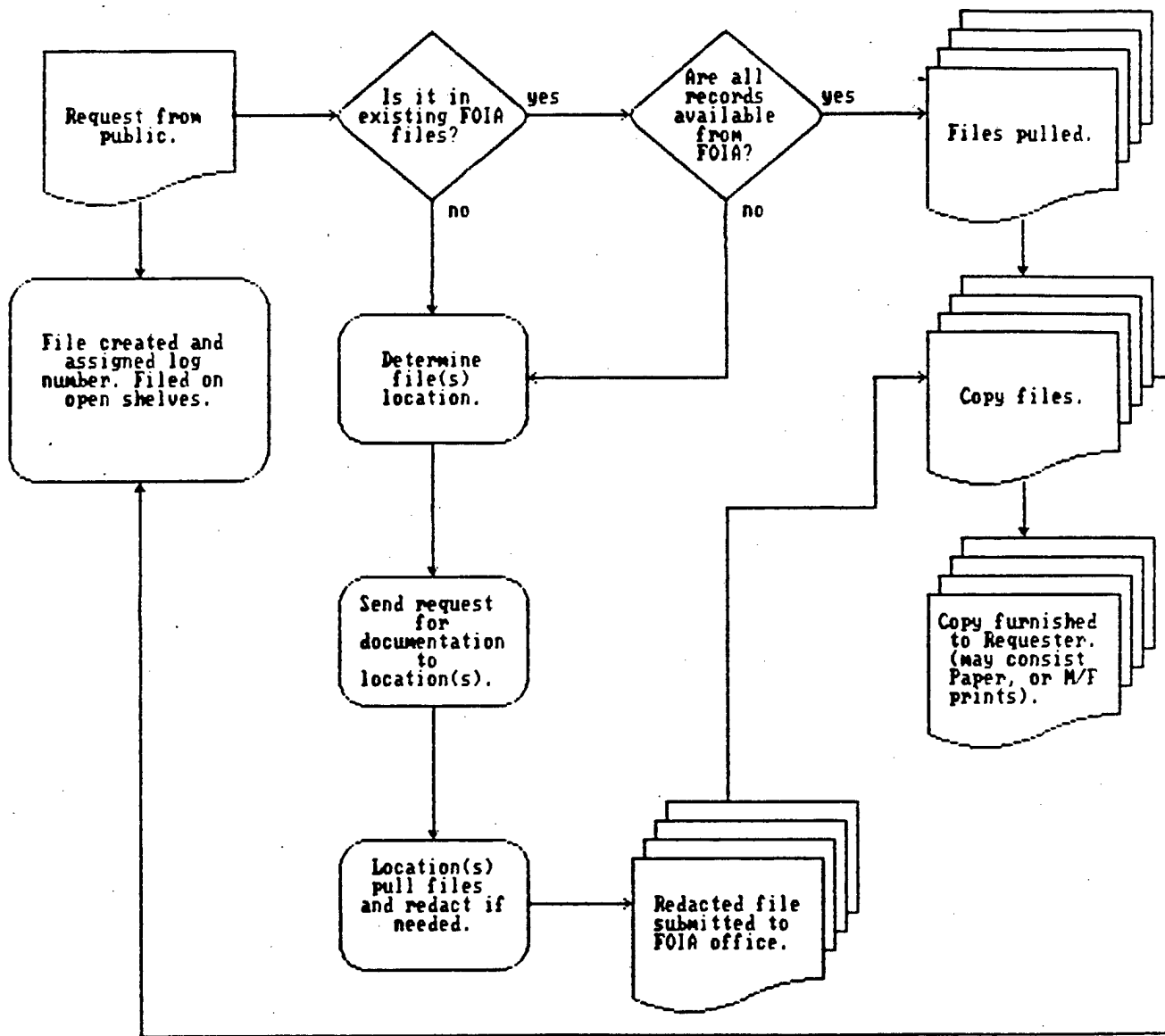
The CPU directs images from the scanner to the monitor for data entry and to the optical disk for storage. The storage capacity of optical disk media is as follows:

- ** 5.25" optical disks * 2,000 to 6,000 images*
- ** 12" optical disks * 20,000 to 40,000 images*

Upon request, the system will transmit an electronic image to the laser printer in order to produce a hard copy of the document. This ability to furnish the document in seconds provides you with a closed loop, secure, document information management system.

* The storage capacity of the disk will vary as a function of the density of characters on a page and the level of resolution of the scanner selected. Data entry and retrieval are run on the same CPU and viewed on the high resolution monitor.

REPRESENTATIVE FOIA FILE DOCKET FLOW CHART



FOIA/DFC

BELL & HOWELL
FEDERAL GOVERNMENT SALES
BUILDING FOR TOMORROW TODAY
Image Search Plus (Optical Disk) & Freedom of Information Act
equals
"DEFT"
(Docket/Electronic File Indexing)

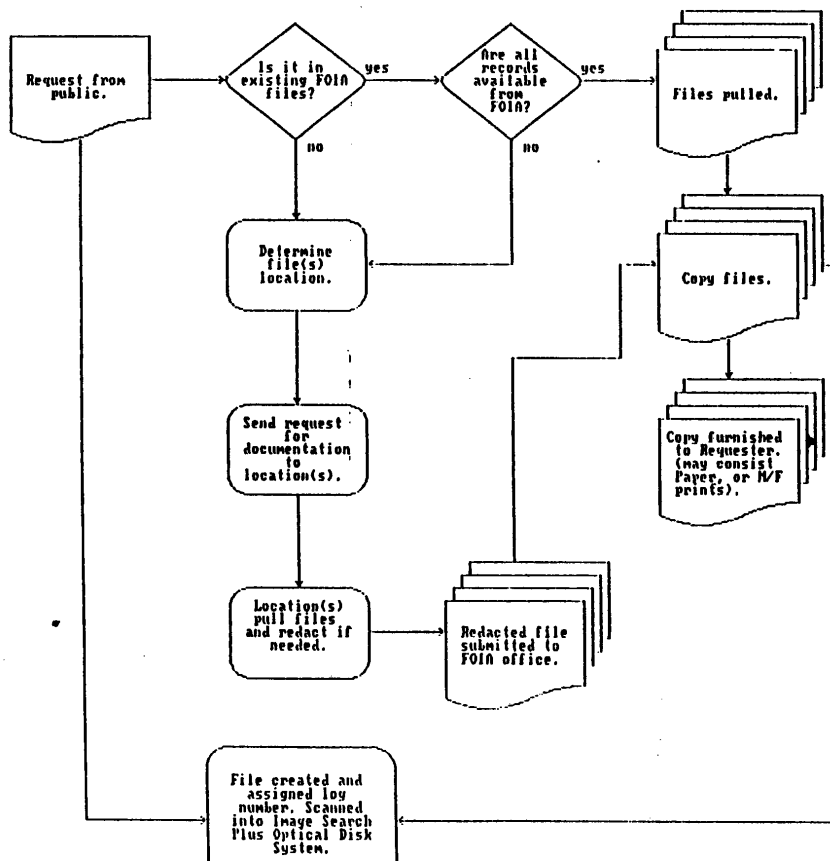
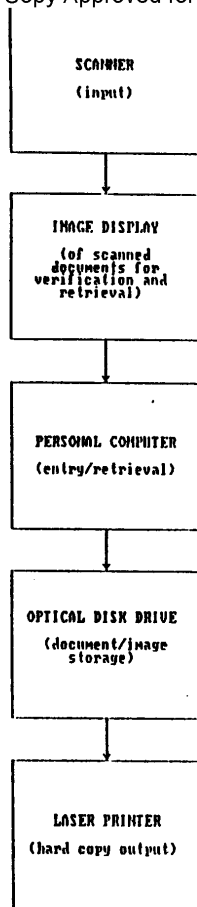


Image Search Plus Optical Disk System Consists of:



The Bell & Howell electronic scanner offers capabilities unique to the industry. For example, this unit will scan an 8.5" x 14" document in 2.2 seconds. This speed, coupled with resolution of 300 DPI, truly enhances low contrast, poor quality source documents. Image quality to Bell & Howell, whether it be a micrographic imaging system or an electronic imaging system, is of the utmost importance. There is no substitute for image quality.

The Bell & Howell Monitor displays an 8.5" x 11" electronic image at the same 300 DPI resolution used to scan the image. The monitor is viewed comfortably in a normal office environment.

- 80286 Microprocessor
- Disk Operating System (MS-DOS 3.30)
- 70MB Hard Disk Drive
- 1.2 MB Floppy Disk Drive
- 64MB Streamer Tape Drive
- Compression/Decompression Boards
- Optical Disk Controller Board
- High-Resolution Monochrome Screen Driver
- MSX Expanded Keyboard
- Extended Memory Board

The Image Search Plus system will support either 5.25" or 12" optical disk drives. This allows for a high rate of data compaction resulting in the ability to convert a massive amount of paper to easily removable optical disks. The optical disks can be easily inserted, removed, or transferred to other Image Search Plus systems.

The Bell & Howell Laser Printer furnishes on demand a high resolution, high contrast quality plain paper copy in 8 seconds. You may substitute various types of paper or mylar transparencies to meet your individual needs.

FOIA/SP

V. SYSTEM SOFTWARE

A. BELL & HOWELL DESIGN

The operating software utilized by Bell & Howell in the Image Search Plus system is MS-DOS. This provides a common link to other systems within your operation. The drivers for the various components are designed and written to be transparent to the user and therefore require no user support. All operations are conducted through menus and on-screen displays. Help screens are available at all points in the system.

The Image Search Plus system software is designed to work in your operation with controlled access. Password security is available on several levels and can be assigned to individual applications that you may require. This allows access to data and images only as authorized.

B. "FIND" DOCUMENT MANAGEMENT

Bell & Howell "FIND" software utilizes REVELATION as the database management system (DBMS). This is one of the most powerful DBMS programs for microcomputers. Revelation was developed from the PICK operating system, a popular database operating environment for minicomputers. This allows a greater power and flexibility than any other DBMS, particularly when combined with our sophisticated application software. This DBMS is powerful because it handles large amounts of data, manages complex relationships among data elements, and provides a customized interface with the operator. This furnishes you with complete solutions to your information management problems.

Individual messages may be added to records (files) with the help of an on-line message system. This allows you to leave notes to other users about a specific file or account.

The Image Search Plus system utilizes a "static field" to permit the storage and retrieval of common data. The advantages are:

- ** One-time data entry (labor savings)
- ** Efficient utilization of magnetic disk space
- ** Multiple-variable access for ease of retrieval
- ** Absolute audit trail of data entry

For example, the entry of a customer account number will automatically trigger the entry of that customer's name, address, zip code, and billing code.

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We realize that some retrievals must be made with incomplete information. With that in mind, we have designed a "Thesaurus" that allows you to find a file when only part of the data is known. For example, the exact spelling of the name Smith (Smith, Smythe, etc.) may not be known. You simply enter "Sm" into the Thesaurus and the system will display all files containing "Sm", thus providing simple, fast, and convenient retrieval of data.

Government and industry share a common need for a wide variety of reports and statistical abstracts. The Bell & Howell FIND Software has excellent flexibility and meets this demand. Users are not restricted to a few reporting formats; rather, they may self-style reports to provide data in any format that is desired. In addition, productivity measurement reports track data entry, file inquiries, and file changes by individual user.

VI. SYSTEM CONFIGURATION

A. COPYSKAN SCANNER

The Bell & Howell Copyskan electronic scanner offers capabilities unique to the industry. For example, this unit will scan an 8.5" x 14" document in 2.2 seconds. This speed, coupled with resolution of 300 DPI, truly enhances low contrast, poor quality source documents. Image quality to Bell & Howell, whether it be a micrographic imaging system or an electronic imaging system, is of the utmost importance. There is no substitute for image quality.

B. 80286 CPU

The Image Search Plus utilizes a heavy duty 80286 microprocessor-based microcomputer as the CPU to drive the system. This PC AT compatible component is rugged in design and therefore able to withstand heavy-duty usage. The CPU system is configured as follows:

- Disk Operating System(MS-DOS)
- Hard Disk Drive
- 1.2 MB Floppy Disk Drive
- Streamer Tape Drive
- Compression/Decompression Boards
- Optical Disk Controller Board
- High-Resolution Monochrome Screen Driver
- NCR Expanded Keyboard
- Extended Memory Board

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C. HIGH-RESOLUTION MONITOR

The Bell & Howell Monitor displays an 8.5" x 11" electronic image at the same 300 DPI resolution used to scan the image. The monitor is viewed comfortably in a normal office environment.

D. OPTICAL DISK DRIVE

The Image Search Plus system will support either 5.25" or 12" optical disk drives. This allows for a high rate of data compaction resulting in the ability to convert a massive amount of paper to easily removable optical disks. The optical disks can be easily inserted, removed, or transferred to other Image Search Plus systems.

E. LASER PRINTER

The Bell & Howell Laser Printer furnishes on demand a high resolution, high contrast quality plain paper copy in 8 seconds. You may substitute various types of paper or Mylar transparencies to meet your individual needs.

VII. SYSTEM DESIGN & INVESTMENT

A. SYSTEM RECOMMENDATION

The desire of the Freedom of Information Office is the efficient storage and retrieval of the file dockets currently stored and managed in paper. The addition of a Bell & Howell Image Search Plus optical disk system is designed to improve the storage and accessibility of multiple request documents. The Bell & Howell Image Search Plus system we recommend is designed to provide the Freedom of Information Office with a system capable of handling the daily work requirements and providing for expansion as needs require.

The recommended system is configured using one Image Search Plus Series 70 Model 5. The total system cost in the amount of \$38,309.00 is based on G.S.A. Contract No. GS-00f-91827 which expires September 30, 1988. This system will provide a single workstation for image and data capture. As it is difficult for FDA to estimate the total documents to be processed, Bell & Howell recommends the implementation of this single workstation system. With-in a short time of the commencement of operations we will be able to track the exact volume of documents to be processed. This volume may require a separate entry and retrieval workstation. The second part of the price quote addressed the investment of this type of system. As your needs grow, either system may be expanded to a multi-user network system.

As you place more documents on the system, the images will occupy several 5.25" or 12" optical disks. However, there is no need to keep all documents "on-line". With this in mind, the 5.25" optical disk is recommended. The 12" disks store a larger volume of documents per disk, but are difficult to handle. By using the 5.25" optical disks the system has increased flexibility and still allows for inclusion of 12" optical disks, if determined to be practical. The 5.25" disk is easy to handle and will provide the most flexibility in the management and storage of images. A large volume of 5.25" optical disks may be stored in your file area. In fact, we estimate the total amount of documents now on file in the FOI area will fit on 5.25" disks that will not begin to fill one of the rotary files now used for the paper files.

The scanner will read a page every 2.2 seconds. Therefore, the input volume will be determined by the keystrokes required to build the database rather than the speed of the scanner. The use of a "static field" based upon the file number will keep data entry to a minimum and provides for a double check of all entries. If the file is not in the static file, the Image Search Plus will advise the operator.

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B. IMAGE SEARCH EQUIPMENT INVESTMENT

SINGLE WORKSTATION ENTRY AND RETRIEVAL SYSTEM

CAT. NO.	DESCRIPTION	QUAN.	EACH	TOTAL
103703	Bell & Howell PC AT	1	5,952.00	5,952.00
103508	70 MB Hard Drive	1	Inc.	Inc.
103551	Revelation Software	1	Inc.	Inc.
123559	Copiscan Workstation	1	240.00	240.00
123417	System Workstation	1	615.00	615.00
103517	15" High Resolution Monitor	1	1,440.00	1,440.00
103529	Bell & Howell PCBs	1	3,216.00	3,216.00
123525	CPU Pedestal	1	110.00	110.00
103504	Surge Protector	1	144.00	144.00
103509	60 MB tape Drive	1	1,200.00	1,200.00
103502	5.25" Optical Disk Drive	1	4,176.00	4,176.00
101210	Copiscan Scanner	1	7,008.00	7,008.00
103501	Laser Printer	1	2,688.00	2,688.00
103552	Image Search Plus Software	1	8,640.00	8,640.00
103402	Software Support Agreement	1	2,880.00	2,880.00

MASTER RETRIEVAL SYSTEM 38,309.00

SEPARATE INPUT AND IMAGE RETRIEVAL SYSTEMS

103703	Bell & Howell PC AT	2	5,952.00	11,904.00
103508	70 MB Hard Drive	2	Inc.	Inc.
103551	Revelation Software	2	Inc.	Inc.
123559	Copiscan Workstation	2	240.00	480.00
123417	System Workstation	2	615.00	1,230.00
103517	15" High Resolution Monitor	2	1,440.00	2,880.00
103529	Bell & Howell PCBs	2	3,216.00	6,432.00
123525	CPU Pedestal	2	110.00	220.00
103504	Surge Protector	2	144.00	288.00
103509	60 MB tape Drive	2	1,200.00	2,400.00
103502	5.25" Optical Disk Drive	2	4,176.00	8,352.00
101210	Copiscan Scanner	1	7,008.00	7,008.00
103552	Image Search Plus Software	1	14,400.00	14,400.00
103501	Laser Printer	1	2,688.00	2,688.00
103402	Software Support Agreement	1	3,840.00	3,840.00

DATA AND IMAGE ENTRY SYSTEMS 58,282.00

C. IMAGE SEARCH PLUS SUPPLIES INVESTMENT

123378	5.25" Optical Disk	10	81.60	816.00
123769	Laser Printer Toner Kits	10	72.00	720.00
123377	Tape Cartridge	10	80.00	800.00

TOTAL SUPPLIES COST 2,336.00

VIII. SYSTEM IMPLEMENTATION

A. INSTALLATION RESPONSIBILITY

Bell & Howell realizes that the proper installation of a system is critical to the successful acceptance of the system by the users and staff of your organization. With that in mind, we accept responsibility for the following items during installation:

- Site Inspection
- Application Analysis
- Clarification of System Design
- User Personnel Training and Re-training on:
 - Data Concepts
 - Introduction to Optical and Image Processing
 - System Hardware Operations
 - System Software Operations
 - Operational Control
 - System Supervisor Functions
 - Archiving of Data and Optical Images
- Installation/Training for New Software Releases
- New Application Consulting
- Changes in Existing Application
- Additional Product Training as needed

Installation of the Image Search Plus System will be performed by a team of specialized technicians. Your Image Search Plus System Engineer, together with your local Sales and System Representatives will coordinate all aspects of the installation.

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IX. BELL & HOWELL SUPPORT

Bell & Howell believes that you are investing in a system, not just hardware. With this in mind, we provide our customers the on-going support that an active records management system requires. Our support is both technical and functional, and includes the following services.

ON-GOING TRAINING

The best way to manage your system effectively from day one, is to receive comprehensive training. Bell & Howell will work with you to train your people in the correct use and handling of the equipment. Where we feel it is necessary, we will work with you to institute the proper controls and quality checks. As long as your system is in use, we will train new people and work with your existing staff to ensure a smooth, efficient, productive operation.

NEW SYSTEMS DESIGN

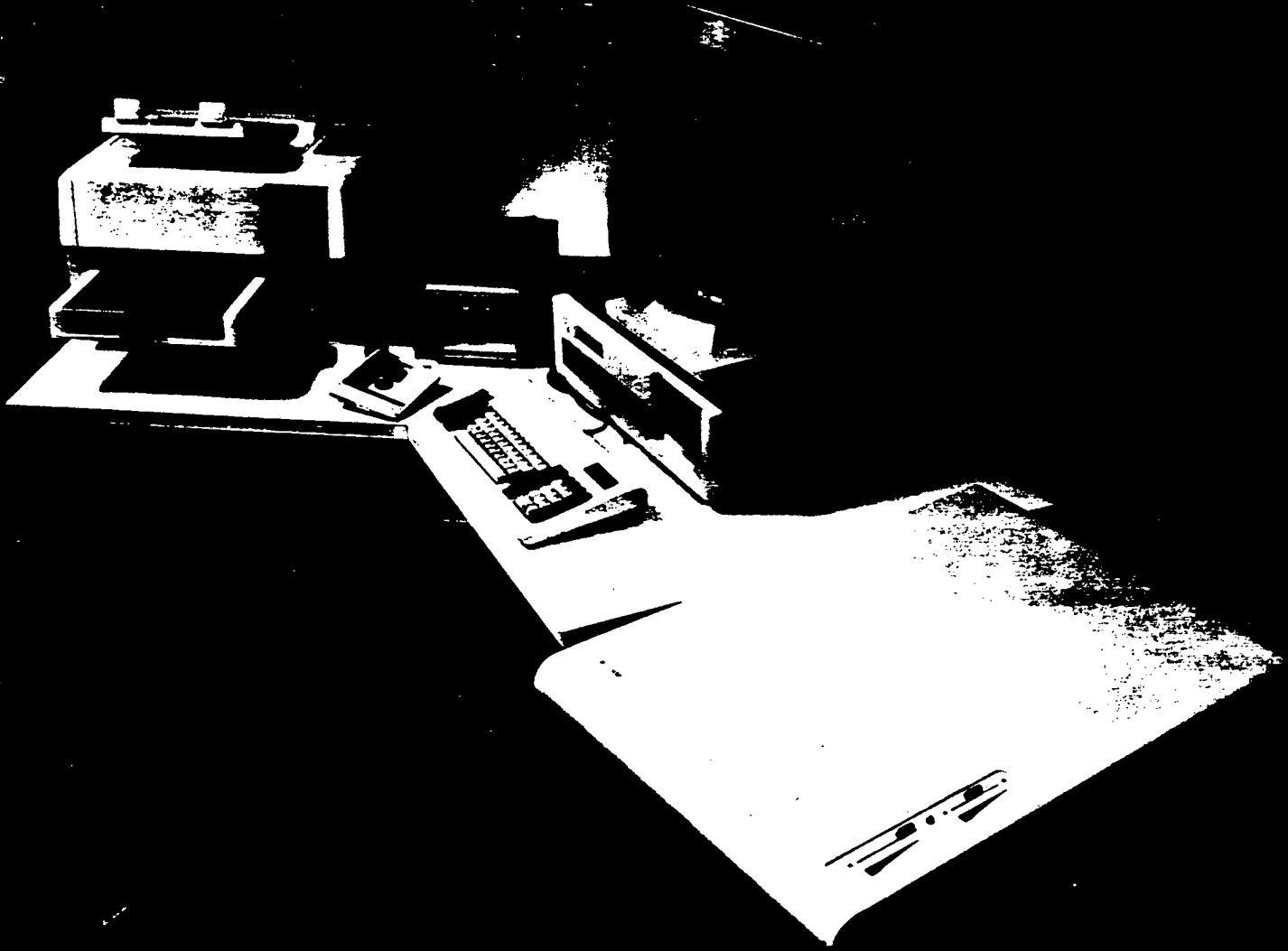
As organizations grow, operational requirements sometimes change. At Bell & Howell, we recognize this as a fact in today's active office environment. We will work with you to change, upgrade, or modify your system to custom fit your operational needs.

FULL SERVICE SUPPORT

At Bell & Howell, we market the most reliable equipment in the industry. We also recognize that all business equipment will need servicing. Our service support is twofold. First, we provide complete service by a large staff of Bell & Howell Service Technicians. They respond to all emergency calls with the immediacy required for an active system like yours. Our service system is fully computerized. This allows us to monitor your operation and correct any problems before they become serious. Second, we conduct periodic inspections to clean and adjust your equipment so that it is operating under the proper factory specifications. Whenever possible, we will install any up-grades or improvements to your existing equipment to improve the operation of your system.

Image Search Plus System

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Bell & Howell's innovative Image Search Plus systems transform your conventional document processing operation into a state-of-the-art office automation system. Image Search Plus allows you to scan, digitize, distribute and store documents on a variety of media including 5¼" optical disks. Whether you need data, a single document or an entire file, the Image Search Plus sets the standard for speed of retrieval and quality of images on PC-based document management systems.

Image Search Plus combines the instant retrieval and random access capabilities of the personal computer (PC) with cost effective information storage on optical

disk. These turnkey systems provide the utmost flexibility throughout an organization via hard copy, floppy disk, streaming tape, optical disk, or via cable to remote display stations.

Designed with the most superior document viewing resolution available, the system's monitor displays high quality data as well as the actual document image. Users benefit from the system's quick access to stored information. Any document in the file base can be conveniently located and viewed within seconds on the Image Search Plus system.

The open architecture of PC/MSDOS offers standard download/upload capabilities as well as system migration potential through local area

networking. Industry standard PC software for spreadsheets or word processing can run side by side with Image Search Plus document management software.

Another "Plus" of the system is its ability to add a high speed microfilm recorder and reader printer to Image Search Plus to create additional applications using low cost film storage. The same highly efficient document management software controls your microfilm computer-assisted retrieval system as well as your optical disk system.

There is no doubt that Bell & Howell offers you more "Plus"-es in sophisticated document management than ever before with the Image Search Plus system.

BELL HOWELL

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