

312 Rosa L. Parks Blvd, 13th Fl.
Nashville, TN 37243

May 22, 2024

«Name»
«County» «Title»
«Address»
«City», TN «Zip_Code»

Dear «Title» «Name»,

As part of our ongoing commitment to enhance the services provided to the Veterans of Tennessee, I am writing to inform you of two significant developments at the Tennessee Department of Veterans Services (TDVS).

- 1. Upcoming RFP Announcement:** TDVS will release a Request for Proposals (RFP) on May 28th, 2024, to solicit a potential replacement for VetraSpec, the current claims management system. Our goal is to find a system that enhances the processing of Veterans Affairs claims and appeals. The selection process will adhere strictly to state procurement laws to ensure transparency and fairness.
- 2. Licensing Fees:** TDVS will cover all VetraSpec licensing fees for County users in the upcoming billing period. Following the RFP outcome, this financial support will extend to any new system chosen. This commitment strengthens our partnership with Tennessee counties to effectively serve our Veterans.

The decision to replace VetraSpec system follows a comprehensive review process initiated in April 2022, led by a working group of State and County Veteran Service Offices and the Tennessee County Veterans Service Officer Association. Their recommendations have shaped the criteria for the RFP, focusing on better serving Veterans and their families.

Key areas of improvement identified include, but are not limited to:

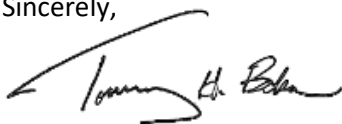
- Integration with existing databases and platforms for streamlined processes.
- Enhanced data collection, analysis, and reporting capabilities to support data-driven decision-making.
- Improved customer relationship management tools to better engage with veterans and personalize the service experience.

We are committed to facilitating a smooth transition for you and your team if a new claims management is selected through the RFP process. Your collaboration is invaluable, and TDVS will provide the necessary support and resources to ensure a successful implementation.

Thank you for your continued partnership and commitment to serving the Veterans of Tennessee. We will provide further details regarding the RFP as they become available.

I am confident that together, we will continue to lead the nation in Veterans advocacy.

Sincerely,



Tommy Baker
Commissioner

CC: «County» County Veteran Service Officer