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Comments Received :

Supporting Statement A for ICR 202402-2900-022 of OMB 2900-0798.

14. VTP did *not* provide *any* costs of the BTSSS to the Federal Government.

Add: BTSSS development and operation costs, BTSSS recurring costs, additional personnel, overtime...

"... provide a description of the method used to estimate cost, which should include quantification of hours, operational expenses (such as equipment, overhead, printing, and support staff), and *any other expense* that would not have been incurred without this collection of information."

"VA actually had to add about 140 more employees to process the travel claims manually."

"The project's budget started at \$11 million...but I understand it has doubled."

"The budget does not seem to include all the additional expense from extra staffing and rework."

Rep. Matt Rosendale (R-Mont.), the Chairman of the House Committee on Veterans' Affairs Subcommittee on Technology Modernization, June 11, 2024

<https://veterans.house.gov/news/documentsingle.aspx?DocumentID=6479#>

"The \$36 million web-based system was implemented nationwide in 2023 to speed up reimbursements to veterans."

<https://www.stripes.com/veterans/2024-10-09/veterans-travel-expenses-medical-care-kiosks-15457893.html>