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## Solicitation Notice

[Print](#)**Status:** Awarded**Contact Name:** Gaye Smith**Contact Number:** 737-400-5660**Contact Email:** gaye.smith@twc.texas.gov**Solicitation ID:** 3202300192A**Solicitation Title:** Ticket Tracker System-Re-Post**Agency/Texas SmartBuy Member Name:** Texas Workforce Commission - 320**Posting Requirements:** 14+ Days for Entire Solicitation Package**Solicitation Posting Date:** 5/1/2023**Response Due Date:** 5/15/2023**Response Due Time:** 2:00 PM**Solicitation Description:**

Ticket Tracker is a customized software application designed for working and tracking Social Security Administration (SSA) – Vocational Rehabilitation (VR) reimbursement requests. The application extracts information from the Rehab Works system and the unemployment insurance wage data base and combines the data to create files based on the program's wage requirements, that are then sent to the SSA and matched to the SSA tickets for processing the claims. A training component is needed to assist future hires on how to utilize the tracker.

**Internal Notes**

Award

**Class/Item Code:** 95635-\*Internet Database Subscriptions  
95685-Training Material Subscriptions

[Published Details](#)   [Internal Notes](#)

### Record Attachments

#	Name	Description
1	<a href="#">ESBD_File_323075_IFB_3202300192A_Ticket_Tracker_System_Re-Post.pdf</a>	IFB 3202300192A Ticket Tracker System-Re-Post

Contractor Name	Mailing Address	Value Per Contractor	Contractor Hub Status	Award Date	Award Status	Action
Morrow Consulting LLC	10658 N Oak St., Hayden, ID 83835-9408	46500.00	NOT HUB CERTIFIED	5/23/2023	Full Award	<a href="#">Edit</a>



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**Glenn Hegar**

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- [Public Information Act](#)
- [Texas Secretary of State](#)
- [HB855 Browser Statement](#)

### OTHER STATE SITES

- [texas.gov](#)
- [Texas Records and Information Locator \(TRAIL\)](#)
- [State Link Policy](#)
- [Texas Veterans Portal](#)