Tuppas
Software Corporation

History

Tuppas Software's history began as a small company in Northwest, Ohio over 20 years ago during the advent of personal computers. Founder Paul Tupciauskas became skilled at developing internal software applications for an assortment of manufacturing facilities and began producing job tracking and production reporting software. Tupciauskas developed a RAD (rapid application development) tool which gave him the ability to quickly and easily build customized interface screens and reports to place into his programs. Through the experience he gained in the manufacturing industry Tupciauskas began to build a client base of manufacturers who benefited from his custom applications.

In 2001, as President and CEO, Tupciauskas began operating Tuppas as a limited liability company (LLC). Shortly thereafter, in 2004, the privately held company became a corporation which has expanded to producing more than 22 different software modules. As demand has continued to grow Tuppas' employee base continues to grow each year along with their client base.

Tuppas clients include leading companies such as The Coca-Cola Company, Campbell's Soup Company and Marathon Oil. In addition they have produced software for government agencies such as the Federal Bureau of Prisons and West Virginia State Police.

Programming Framework Tool

Tuppas has designed a programming framework on top of Microsoft's .Net platform. This rapid development tool allows for configuration of user specific web-based software applications in a short time frame. Generally the time frame consists of approximately six to eight weeks per module, which is significantly more rapid than their competition.

This programming tool gives Tuppas the ability to offer customers the following advantages over other manufacturing software vendors:

- **Each module purchased is designed specifically for each client.**
  Tuppas modules are designed specifically for only the functionality required by their client's. Confusing fields and excess screens are depleted allowing for employees to utilize the system without confusion. Each module is configured to be a perfect fit for the individual situation giving each client the ability to innovate and out-perform their competition affordably.

- **It's easy to modify.**
  Whether modifications are completed by Tuppas or the client is trained on how to complete them on their own, it is no longer a hassle to change the way manufacturing software works. With this ease, updates and modifications such as adding fields and changing report layouts can be completed quickly and effortlessly through the web-based architecture which allows for thin client anywhere access.

- **Your IT staff can modify the software.**
  If clients are interested in making modifications to the applications internally, Tuppas offers training/certification classes so that their clients IT personnel can use the development tool to make changes to the software.

- **Add more Tuppas modules to your solution at any time.**
  With Tuppas companies can begin with only one or two modules and add more as the company grows and expands. Integration with operating Tuppas modules or other data sources is effortless and can be done at anytime.

- **Updates to technology and interfaces are in separate layers.**
  This means that technology upgrades can be completed (for instance to (dot) .NET) without interfering with the functionality of the application. Likewise, clients can easily change their interface without disturbing the underlying technology. This is a huge advantage, eliminating cumbersome upgrades and outdated software.

- **It's scalable.**
  Tuppas software can grow and change as business needs transform. Since all systems are browser based, they can easily be extended to multiple locations. This also means that updates and changes to a multi-location enterprise's software are quick and easy.

- **Rapid development.**
  Through development utilizing a RAD tool Tuppas has the capability of providing a rapid development cycle. The framework used allows Tuppas to quickly configure and implement mission specific applications which are tailored to suit the customer's needs exactly. The RAD tool has the ability to easily execute changes in features and add functionality to any system once it has been implemented at the customer's site.

- **Affordable pricing.**
  Since we can configure an application in a matter of weeks instead of months, we can offer configured software at considerably lower prices than other configured application providers.

- **Intuitive interfaces.**
  The intuitive interfaces result in quick training and implementation, as well as fewer support issues.

- **Capable of integrating.**
  Each piece of software developed can be integrated easily with additional applications or datasets which customers have previously implemented into their systems and will continue to utilize.

What type of applications does Tuppas develop?

Tuppas Software specializes in a wide variety of systems for companies and agencies of all sizes. Each system produced is browser-based and can include artificial intelligence with genetic algorithms. The software manufacture prides itself in producing their top-selling scheduling and advanced planning applications which are tailored to companies around the country. In addition to these applications Tuppas produces exceptional software applications such as production performance tracking, job tracking and quality management. Other software which is routinely constructed includes statistical quality control, inventory management systems, business intelligence and training applications. Tuppas manufactures more advanced applications such as Customer Relationship Management (CRM), Supply Chain Management (SCM) and Enterprise Resource Planning (ERP).

Why is Tuppas doing so well?

Each of the expert systems developed by Tuppas allows their clients to achieve substantial gains in efficiency which in turn translate to bottom line savings. These savings can ultimately become very significant. Each application is tailored to the clients needs and is generally less expensive than custom software that is offered through other vendor's.

Through our rapid development cycle Tuppas has an advantage over their competition by rapidly developing and implementing their software. Many custom systems can take years to develop while Tuppas' systems generally only take a few weeks. Additionally, clients are offered the ability to train and learn to use the RAD development tool for themselves. This results in the capability of being able to change their application as needed.

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Made In America

Tuppas Software Corporation prides itself in manufacturing all of their programs in the United States of America. Clients can breathe easy when purchasing a system from Tuppas as each program that is produced will come with a guarantee that it was made by an American citizen.

Clients will work with programmers, support team members and system analysts that are located in the United States from the point of inquire into Tuppas products through design and implementation and through the year of support the follows.

Questions and concerns are answered more in depth and quicker because the employees of Tuppas will be able to understand their needs with more ease and implement changes more rapidly.

Tuppas Software Clients

EHS90087 – WV Advanced Training Course & Library

BID SHEET

Tasks (includes all components as described in specifications)	Deliverable Due Date	Vendor Quotation Cost for Task
DELIVERABLE #1: Develop a centralized, searchable West Virginia "Training Library" for both online (website) and offline (auto start CD and hard copy PDF format) that houses (stores) all available operator resources that will be produced in this project for easy access by public water system operators.	Within first 8 months of contract date	100,000.00
Deliverable #2: Assemble the advanced course for West Virginia public water system operators whose systems serve populations of less than 3,300 that can be electronically accessed 24-hours per day from the data and resources developed and being stored in the West Virginia Water Help System.	Within first 8 months of contract date	$ 140,000.00
Deliverable #3: Test the program with an OEHS designated public water system targeted audience.	Within first 9 months of contract date	$ 20,000.00
Deliverable #4: Make all components of the program available not only via the Internet, but also by providing 2,000 auto-start CD-ROMs of training program, complete with packaging to OEHS for distribution. All training components are to work with minimal software and hardware requirements. (i.e. on a basic computer).	Within first 10 months of contract date	$ 75,000.00
Deliverable #5: Apply for Continuing Education Committee Approval in West Virginia for each lesson developed by submitting a completed EW-78 WVBPH Operator Training Course Approval Application Form along with all related materials in the format required by OEHS within sixty (60) days prior to the availability of a course being offered.	Within first 10 months of contract date	$ 5,000.00
Deliverable #6: Provide maintenance. (Please price per month x 10 months). A price quote for a 10-month period is required for the vendor quotation cost sheet for deliverable. Invoices associated with this, will have to be in arrears for services provided in the previous month.	Beginning on contract date an ongoing	$ 20,000.00
Deliverable #6a: Provide continued maintenance if contract renewal is needed (determined by OEHS) for year 2. (Please price per month x 12 months). A price quote for a 12-month period is required for the vendor quotation cost sheet for deliverable. Invoices associated with this, will have to be in arrears for services provided in the previous month.	Beginning on contract date an ongoing	$ 24,000.00

EHS90087 – WV Advanced Training Course & Library

Deliverable #6b: Provide continued maintenance if contract second renewal is needed (determined by OEHS) for year 3. (Please price per month x 12 months). A price quote for a 12-month period is required for the vendor quotation cost sheet for deliverable. Invoices associated with this, will have to be in arrears for services provided in the previous month.	Beginning on contract date an ongoing	$24,000.00
	TOTAL QUOTATION COST:	$408,000.00

Prior Work Experience

Tuppas' prior work experience includes working with clients in a broad range of fields from manufacturing and government to corporate settings. Tuppas began over 20 years ago developing internal software applications for various manufacturing facilities. Today Tuppas has grown to working with leading companies such as the Coca-Cola Company, Campbell's Soup Company and Marathon Oil. In addition they have produced software for government agencies such as the Federal Bureau of Prisons and the West Virginia State Police.

In general most training systems developed by Tuppas are designed to track and record progress throughout a training system. The systems are configured to allow for interactive classroom training and to track employee's success through various phases of training systems. Testing is generally implemented through the training software Tuppas develops and allows employees to view their progress.

Training Software

Our Software systems are designed to be completely configurable with your needs in mind. Furthermore, Tuppas systems can be modified to fit the unique needs of any organization. All entry screens are completely configurable and the configuration tools utilized by Tuppas allow all modifications to be made fast and easy when compared to conventional programming.

Each screen in this document is by no means a complete representation of all of the screens that would make up the OEHS system. These are compiled to give an idea of the scope and functionality that can be contained in the proposed system.

Programs and People

The Program Groups screen can be configured that same way your programs and courses are configured. A Program Group can be broken down into individual training programs and related courses.

Program Groups	Update	Delete	New	Filter	List View

Current Filter: None

Id 1

TrainingGroup Maintenance

Description

Programs▾ Courses▾

Program	Distribution	FrequencyInDays	Action	
Respirator Training	Once		Update	Delete
Forklift Driving 101	Recurring	360	Update	Delete
			← Totals	
Barcode Scanning	Recurring		Add New	

<<	<	>	>>	Requery		Record: 1

The Employees screen is where you assign each employee a classification. This structure allows the software to know what type of training each employee requires. This structure can also be configured to meet your needs as well.

Employees	Update	Delete	New	Filter	List View

Current Filter: None

EmployeeID 3

FirstName Joe **LastName** Anderson

Title **EmailName** paul@tuppas.com

Extension **WorkPhone**

Location Corporate Headquarters **CEI_ID** 10001

Classifications▾ Supervisors▾

	Action	
ShopFloor1	Update	Delete
Engineer	Update	Delete
Maintenance	Update	Delete
	← Totals	
Engineer	Add New	

<<	<	>	>>	Requery		Record: 1

Courses and Events

This is an example of the development of a course offering. Multiple programs are arranged to create a given course or lesson, with the result being the specific track for an employee to follow.

Courses — Update | Delete | New | Filter | List View

Current Filter: None

ID 1

Course Maintenance 101 & 102

Program	Sequence	Interval	Action
Maintenance 101	1		Update Delete
Maintenance 102	2	360	Update Delete
			<- Totals
Barcode Scanning			Add New

<< | < | > | >> | Requery   Record: 1

Here is an Events Sign-Up screen. Employees can click on the links on the left to pop-up screens which will allow them to sign-up for individual training. This application may not be applicable to the OEHS system but is a good reference tool for employees.

Events Sign-Up

	ProgramName	Location	DateScheduled	TimeScheduled	TrainingArea	Instructor
Sign Up	Respirator Training	Plant 1	2/2/2006	1 PM	Large Conference Rm.	Harris, Deanna
Sign Up	TRAINING-EXAMPLE1	Corporate Headquarters	1/2/2006	1 PM		John Smith
Sign Up	TESTING-EXAMPLE1	Plant 2	1/21/2006	2 PM	Training Rm. 1-A	Karen Baker
Sign Up	TRAINING-EXAMPLE1	Corporate Headquarters	1/3/2007	1 PM		
Sign Up	Respirator Training	Plant 1	1/1/2005	10 AM	Training Rm. 9	
Sign Up	CPR 101	Plant 1	1/15/2005	9 AM	Training Rm. 40	John Smith
Sign Up	Inventory Procedures	Plant 2	2/20/2005	10 AM		

Continue

Master Event Schedule

The Master Even Schedule allows an administrator to view, add, modify and delete training events. One can also approve or deny an employee's involvement in each event.

Master Event Schedule — Update | Delete | New | Filter | List View

Current Filter: None

ScheduleID 1

Program Respirator Training   Location Plant 1

DateScheduled 2/2/2006   TimeScheduled 1 PM

TrainingArea Large Conference Rm.   MaximumParticipants 40

Instructor Harris, Deanna

Current Schedule | Participants

CEI_ID	Employee	Sign Up Date	Approved	Approved By	Action
10002	Knook, Cor	1/9/2006 10:01:2	Approved	DH	Update Delete
10001	Anderson, Joe	1/10/2005 9:38:5	Denied		Update Delete
10005	James, Daniel	1/17/2006 10:21:			Update Delete
					<- Totals
					Add New

<< | < | > | >> | Requery   Record: 1

Training and Tests

The Training and Tests screen allows access to individual classes and tests as required for each employee. Users can log in to online classes and tests or CD-ROMs using various pieces of information. Questions for the proposed application will be multiple choice but also have the option of being essay, True/False or any number of combinations throughout the tests. The Tuppas system will also score tests and post the scores for the test takers and management review.
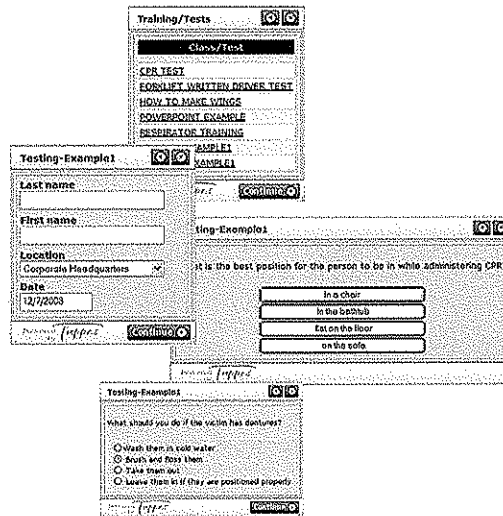
Activity Report

The activity report screen shows detailed current activity within a course or test. This can be configured to handle other information any organization requires.

An individual employee's review can show the training that an employee has completed and which training is still required to meet any and all benchmarks. As the course is completed, the Employee Review will show those updates.

Tuppas Software Corporation
Vendor Ability

Tuppas is fully confident in their ability to meet the scope of work as outlined. The reason for this is because Tuppas makes all of their products to fit their customers instead of making their customers fit their products. With Tuppas solutions each module has the capability of being structured in multiple ways providing for the most functionality. All modules come with a basic structure that is tailored to your needs before implementation.

With Tuppas Software solutions each application is designed by working directly with those whom are most closely in contact with the system. Each step of the design process is discussed with these designated employees allowing them to view the systems as they are being produced. In addition the chosen employees will have the capability of evaluating each step of the proposed modules as they are being developed. By working closely with these individuals Tuppas is able to develop the software to the specific requests allowing for modifications, changes, additions and depletions to be conducted swiftly. The end product results in a system that is precisely designed to meet all set forth requirements. Employees who are evaluating the system during the construction phase will become familiar with the system and be able to instruct additional employees on the required processes of operation.

The Tuppas computer based training solution is an easy to use application for tracking employee training activity. Good training solutions are an essential part of any successful organization and our training application can be a very helpful tool in managing the effort.

The software can be used by management to track employees who have received or are in need of specific training programs. We offer a nice visual scheduling tool which allows your employees to view and even sign up for available training sessions.

Training solutions training and testing screens

In addition to logging, we can build mission specific training and testing screens into your application. Our CBT system can be used to provide job training, safety training, ISO training and OSHA training as well as many other types of computer based training.

The system is designed to automatically email an employee when it is time for them to complete required training. It will also email a supervisor if training is missing or delinquent.

As with almost all Tuppas interfaces, the training software screens and reports are customizable. We strive to provide uncomplicated interfaces that will make sense to your employees.

The Tuppas Difference

At Tuppas our focus is on continuous innovation. We provide your team with the ability to out innovate your competitors by providing tools that can affordably respond to your changing expectations on demand.

Computer Based Training Benefits

Tuppas training solutions can also be altered by your team. Our interfaces allow users to create new training programs, tests and training courses with an easy to use interface. The system allows you to assign employees to program groups which are in turn attached to employment classifications. This allows you to easily ensure that employees receive all of the training and testing that applies to them even if they have multiple job roles. The system can also do data push, alerting management that priority training has not been completed by employees.

Training Solutions Overview

Tuppas training solutions are also built with browser based technology which allows you to distribute your system online via the internet. This allows you to apply training and testing programs to personnel in remote locations. It can also allow employees to study in the comfort of their homes where they are more relaxed.
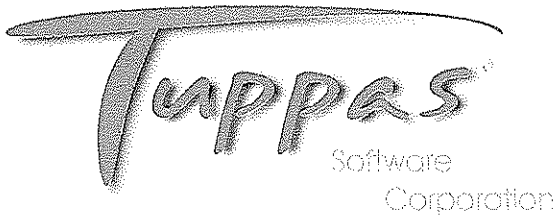
Descriptive Outline
of the
Project Deliverables

By:
Tuppas Software

Deliverable #1

The proposed "Training Library," which would be designed by Tuppas Software will be custom tailored to the requirements of the state of West Virginia. Each system Tuppas produces is tailored to the specific requests of our clients which allows for flexibility.

The "training library" application Tuppas proposes to create would be designed as an electronic easy-to-use system that would allow public water system operators to immerse themselves into and better their knowledge of all information contained within the application. Additionally, the centralized system with have the capability of being searched through with ease and will be designed for users to utilized both via the internet and through the desired offline systems of an auto start CD and hard copy PDF.

Because each system designed by Tuppas is customized to fit the needs of each vendor, designing the interface to match the OEHS website color scheme, style and additional requirements will not pose a problem and can be completed with the highest satisfaction. With the help of the provided standards document for the development of the interface website Tuppas is fully confident they will be able to create and host the proposed program as an executable on a dedicated network.

It is common practice for Tuppas to work closely with either IT personnel or other designated staff during the design of each program it produces. In the instance of the proposed "Training Library" Tuppas programmers and support team members will work closely with OEHS subject matter experts and Management Information Services to design a system that will be completed to the specified requirement standards. This system will house all pertinent information with easy access for public water system operators.

The system design produced by Tuppas Software Corporation would be broke into phases starting with the outlining of the data structure. Once a generalized structure is designed Tuppas will develop databases and data entry screens or tables that will be required of the system. The system will be populated by working closely with the IT department to define the required support tables, entry screens and additional tabs or grids.

Deliverable #2

Tuppas fully believes the custom tailored system that will be designed for the "Advanced Training Course" will meet all specified requirements while allowing the employees to learn and grow in their field.

For each of the advanced course lessons Tuppas will design a walk-through application training course. Each lesson will go in depth with the interactive core competencies units as outlined under lesson 1 – capacity development, lesson 2 – advanced treatment concepts and lesson 3 – preparing for a sanitary survey as illustrated in the request for quotation. These training instruction tools will be interactive and provide the users with the knowledge they will require to succeed in their field. Each of the individual lessons produced will be no longer than 90 minutes in length while incorporating text, various images, video and user interactions.

Following the outlined criteria in the request of quotation, Tuppas will supply a minimum of one video per lesson with in the advanced training course. Hot spots will be utilized during the training course to allow users access to videos located through out lessons. The specific hot spot that to be utilized will be decided upon at the time of development of the software. The final decided upon hot spot will be a graphic or object that will be easily recognizable to the user and easily explainable.

The duration of each video will be no more than five minutes in length and has the potential to contain on camera interviews. Only those whom are experienced in their field will be utilized for on camera interviews. The OEHS will be contacted for references as to those whom are the best suited for these interviews. Tuppas will make a minimum of one information gathering trip to various sites throughout West Virginia. This trip will be to gather information, photography and additional media.

Tuppas will develop the advanced training course by working closely with the OEHS to review all materials and decide which interactions will be most beneficial to the employees utilizing the designed system. These interactions will consist of a variety of animated illustrations, simulations, assembly, hot-spot activities and multi-part activities.
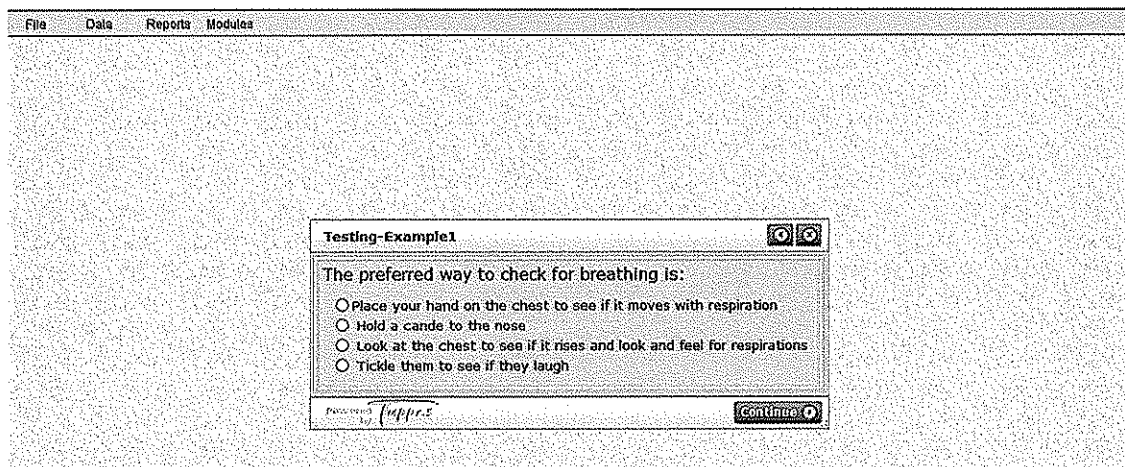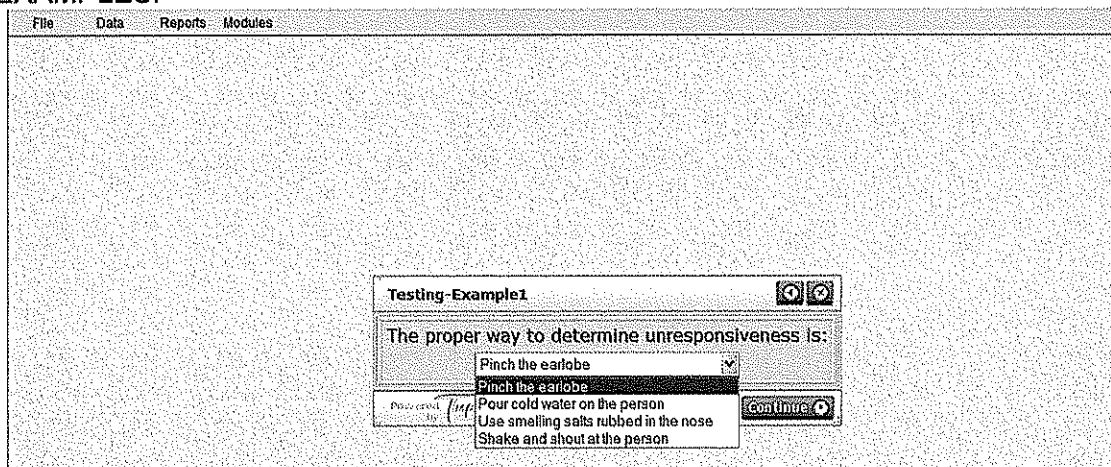
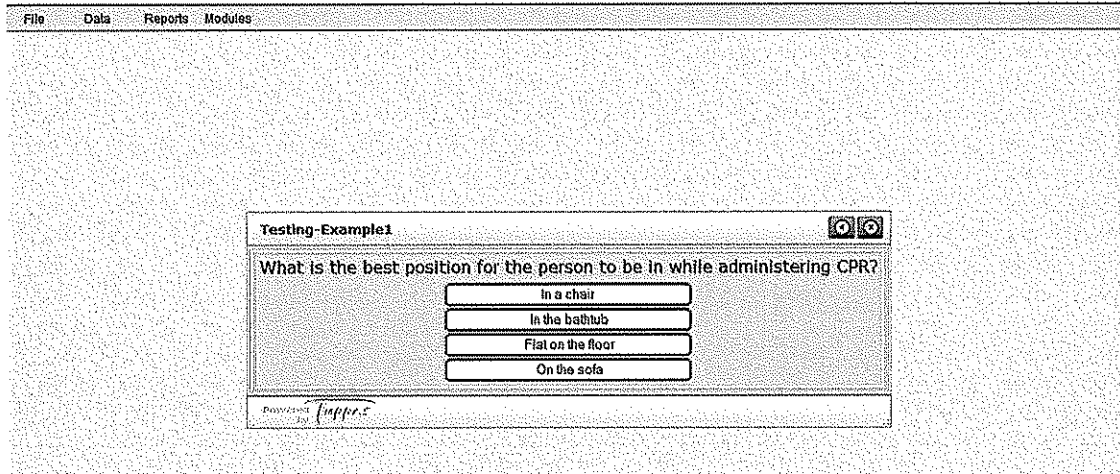EXAMPLE:

Deliverable #2 Continued

Because Tuppas requires working closely with the OEHS all state of West Virginia data, documents and materials will be obtained from the OEHS and discuss which specific materials will be required. Tuppas will strive to utilize materials that are of the highest potential in allowing operators to perform their job duties efficiently. These materials, documents and data will not exceed 100 documents within the entirety of the training course.

By additionally working closely with the OEHS, Tuppas will develop a multitude of quizzes and tests to examine the progress of individuals utilizing the training software. Three quizzes will be developed within each lesson biased on criteria the OEHS believes is most valuable. The intent of each quiz is to demonstrate the mastery of each subject learned through out the lessons. These 10 question quizzes will be administered during the progression of each lesson to test the employee's knowledge and comprehension of the material within the lesson. Individual quizzes will allow employees to view their progress through each lesson and help them to evaluate their individual standing. As requested by the OEHS, each quiz will consist of multiple choice questions. The system designed by Tuppas will have multiple options of how to choose answers – see examples below. Additional instruction may be added for the users.

EXAMPLES:

Deliverable #2 Continued

File	Data	Reports	Modules

Testing-Example1

What is the best position for the person to be in while administering CPR?

In a chair

In the bathtub

Flat on the floor

On the sofa

When a user misses a question they will be prompted to choose a different answer however, if more than three questions are answered incorrectly the quiz will need to be restarted. Each quiz will require a passing score to advance to the next lesson. Additionally, quizzes will not be available until the proper lesson information has been reviewed.

From the examples above, Tuppas can include additional pertinent information during the testing such as how many questions have been answer, the number of correct answers, a time counter and any additional information the OEHS believes to be beneficial.

At the conclusion of each lesson a 25 question cumulative lesson test will be administered. Employees will only have the capability of taking these tests upon completion of all three lesson quizzes. Each lesson's test will be available in multiple choice options. Upon completion of all lessons and quizzes and tests a final course test will be developed with assistance from OEHS members. This final test will require a passing score of 70% and above for users to successfully complete for certificate. Tuppas has previously experienced much success with creating training software that implements course test and quizzes which they would be glad to walk OEHS through a demonstration.

The system that will be designed by Tuppas will include a custom designed application with the capability of tracking all user activity with in each course and assembling the information together for review. This information will be tracked to level three and reported to the proper advisors or OEHS staff as desired. The pertinent information that will be tracked includes user name, the amount of time spent on each lesson and the number of attempts at each quiz, tests and final test. This information will be complied and available at the end of each individual lesson.

At the conclusion of each unit Tuppas will create an instructional area providing all users with directions and summaries. This area will explain the overall score received by the user, the proper instructions on how to re-start all applications, directions on printing any pertinent information and where to submit any results at OEHS.

Deliverable #2 Continued

As previously described Tuppas will work closely with the necessary OEHS experts in order to assure all information with in the testing area is complete and accurate. In addition, it will be necessary for these experts to assist Tuppas with suggestions on the design and layout of quizzes, tests and all applications.

Deliverable #3

Both of the described systems designed by Tuppas Software will have the capability of supporting an unlimited amount of users without dilemma. Within the nine months after the system is designed Tuppas will organize and host a one-day (eight hour) workshop for no more than 20 participants. Tuppas support team members will travel to the designated training area located in Charleston, West Virginia to test the effectiveness of each training tool that is developed. Each participant will be provided a computer with the necessary software for testing the application. The system will be walked through with the users in an in-depth manor assuring each step is described and understood by the users.

In addition, Tuppas will supply a lunch for each participant consisting of deli-style sandwiches; including but not limited to – meats, breads, cheeses, lettuce, tomatoes and condiments. The provided lunch will also include a variety of chips and desserts in addition to drinks including coffee, tea, water and soft drinks.

For this specific day of training a survey will be created with assistance from OEHS to test and evaluate the effectiveness of the training tool systems. This survey will allow for comments and suggestions to be made toward the training tools that were developed. Upon the commencement of the training day each comment and suggestion will be thoroughly reviewed by Tuppas and OEHS. Any and all of the necessary adjustments to the program will then be completed. Each adjustment will be completed and the results will be tested within two months of the completion of the workshop.

A document will be created utilizing screenshots and descriptions of the materials covered during the system training. This document will have the capability of being reproduced an infinite number of times. If required a hardcopy can be available for each member participating in the single day training.

With Tuppas Software solutions each module is designed by working directly with those whom are most closely in contact with the system. Each step of the design process is discussed with these designated employees allowing them to view the systems as they are being produced. In addition, the chosen employees will have the capability of evaluating each step of the proposed modules as they are being developed. By working closely with these individuals Tuppas is able to develop the software to the specific requests allowing for modifications, changes, additions and depletions to be conducted swiftly. The end product results in a system that is precisely designed to meet all set forth requirements. Employees who are evaluating the system during the construction phase will become familiar with the system and be able to instruct additional employees on the required processes of operation.

Deliverable #4

Tuppas is fully confident in their ability to complete all requirements under the deliverable #4 criteria description. The easy-to-use interface previously described will allow for all users to access the system via the internet or CD-ROM.

Tuppas will develop a program from scratch which will allow the designed training systems to be placed on CD-ROMs. These auto-start CDs will have the capability of operating with a minimal amount of software or hardware requirements. Additionally, because of the system that will be designed, these CD-ROMs will have the ability of functioning properly on any PC or MAC computer.

As required, Tuppas will provide 2,000 auto-start CD-ROMs which will contain all aspects of the advanced training course and library for usage outside of the internet. These CD-ROMs will be tastefully created with packaging and artwork. The master will be presented to the OEHS with the capability of being easily accessible and the ability of updating easily. Once OEHS has received the master CD, additional CD-ROMs may be replicated indefinitely without any such limitation.

Each CD-ROM developed will be programmed through Tuppas to display a disclaimer as required by the OEHS. This disclaimer will include and is not limited to the date such software was developed and the federal funding source. Additionally a disclaimer will be viewed by all users stating the information contained on the CD they are utilizing may or may not be the most current available edition. The disclaimer will inform users they should contact OEHS for the most current information and regulations.

Because all applications developed through Tuppas Software are web-based, all components of the training library and advanced training course will be accessible through the internet from any location, 24 hours a day.

Deliverable #5

As required, Tuppas will apply for Continuing Education Committee Approval in West Virginia. This requested approval will be for each of the three lessons described in deliverable #4 and created with assistance from OEHS subject matter experts. A completed EW-78 WVBPH Operator Training Course Approval Application Form in addition to any and all related materials will be submitted in the requested OEHS format. This information will be submitted a minimum of 60 days prior to the availability of the course being available.

A certificate will be developed to fulfill CEH documentation requirements. This certificate will be printable and will be available at the completion of each lesson. Instructions on how to print this certificate will be available at the conclusion of the final test.

Deliverable #6

Tuppas is fully capable of answering user and OEHS questions during the entire duration of the contract. Contact can be made via the Tuppas website or over the telephone.

As standard procedure Tuppas meets multiple times a week with their clients in over the phone discussions to critique the progress of the applications being developed. During these weekly meetings Tuppas describes all aspects completed and any features that will need to be concluded. All clients will have access to the system before it is implemented to test and decide whether the system is progressing as requested. Any and all changes and requests will be taken into consideration and implemented during these conversations.

Once the system has been implemented Tuppas will continuously be available to provide any technical support to OEHS for program issues/updates for the entire term of the contract. Contact regarding any and all issues can be made via website or over the telephone.