EXHIBIT R

# NEW JERSEY ECONOMIC DEVELOPMENT AUTHORITY
## BID QUOTATION FORM
THIS IS NOT an ORDER

The New Jersey Economic Development Authority is seeking bid quotations for the following items detailed below. If you wish to submit a bid, you MUST complete this form and any other documents, as required, and return to the **Internal Process Management at: NEW JERSEY ECONOMIC DEVELOPMENT AUTHORITY, PO Box 990, 36 West State Street, Trenton, NJ 08625-0990, NO LATER than the DATE and TIME indicated below.**

| BIDDING ENTITY's Name and Address: | *Request for Bids* Title: |
|---|---|
| A2Z Global Inc., 230 East Cuthbert Boulevard, Haddon Twp, NJ 08108 | 2014-RFB-059-HM<br>ENGLISH TO SPANISH WRITTEN TRANSLATION SERVICES |

| To be considered, YOUR BID MUST REACH THIS OFFICE at or before 3:00 P.M. EST on the date shown: | DUE DATE | Requisition # | Request for Bids # |
|---|---|---|---|
| | 06/17/14 | OR | 2014-RFB-059-HM |

**ALL PRICES SHALL INCLUDE DELIVERY F.O.B. DESTINATION / Inside - Spotted Delivery to the locations specified herein.**

| Item # | Qty. | Description | Per Word Unit Price | Total Price |
|---|---|---|---|---|
| Item #1 | 1 | English to Spanish Written Translation: STANDARD DELIVERY within two (2) business days *(8:00 AM to 5:00 PM Monday through Friday)* | $0.12 | $0.00 |
| Item #2 | 1 | English to Spanish Written Translation: EXPEDITED DELIVERY within one (1) business day *(8:00 AM to 5:00 PM Monday through Friday)* | $0.12 | $0.00 |
| Item #3 | 1 | English to Spanish Written Translation: URGENT DELIVERY within twelve (12) hours *(8:00 AM to 5:00 PM Monday through Friday)* | $0.13 | $0.00 |
| Item #4 | 1 | English to Spanish Written Translation: SAME DAY delivery within four (4) hours *(8:00 AM to 5:00 PM Monday through Friday)* | $0.15 | $0.00 |
| Item #5 | 1 | English to Spanish Written Translation: OUTSIDE NORMAL BUSINESS HOURS *(after 5:00 PM to before 8:00 AM Monday through Friday or on weekends)* | $0.15 | $0.00 |
| Item #6 | 1 | MINIMUM DOCUMENT TRANSLATION FEE (*if any*) | $25.00 | $0.00 |
| Item #7 | 1 | MINIMUM NUMBER OF WORDS REQUIRED ON A DOCUMENT TO AVOID A MINIMUM TRANSLATION FEE (*if any*) | 200 | |
| | | | TOTAL ALL LINES | $0.00 |

| If you have any questions, please contact: | As an instrumentality of the State of New Jersey, the New Jersey Economic Development Authority is TAX EXEMPT. TAX EXEMPT #22-2045817 Do not include federal, state or local taxes in your quotation / pricing. |
|---|---|
| Holly Morgan - Procurement Specialist at hmorgan@njeda.com<br>(NOTE: Please reference Request for Bids # in the subject line of your e-mail) Verbal inquiries will not be accepted. | |
| Name of Bidding Firm | Federal Employer Tax ID # |
| A2 Global Inc. | [redacted] |
| Authorized Representative's Signature | Telephone Number / Cell Phone Number |
| Landgren | (856) 833 0220 / [redacted] |
| Authorized Representative's Title | Authorized Representative's e-mail Address |
| Director | tlandgren@a2zglobal.com |

Payment Terms: Upon verification of acceptable delivery and quality, the New Jersey Economic Development Authority processes prompt payment of non-disputed invoices, upon receipt of invoice and any other documentation as may be required. The Bidder should indicate discount terms, if applicable. Discount payment terms shall not be considered when determining the lowest, responsive Bidder.
PRE-PAYMENT TERMS (i.e. COD) SHALL NOT BE ACCEPTED.

June 11,2014

A2Z Global follows best practices for our quality assurance as developed by the Localisation Industry Standards Association for the industry. We were part of the committee that formulated these standards. They encompass every detail of all kinds of translation projects, from SW to Documentation, Help and CBT etc.

Included in this Bid Proposal are samples of this lengthy document and its forms that we use. Some of the points have morphed into very specific checklists for each client, and these may vary slightly depending on customer job specifics. Also included are 1) Process Flowchart (color) and 2) sample of routine PM's checklist for each step in a project. Yours may differ slightly as we create a unique one for each customer, suited to their needs.

These are merely samples of what you can expect from us.

We have held a 100% rating as a WBE SBE vendor with Lockheed Martin for 4 years and hold the exclusive Enterprise Services Agreement for that company.

Dräger Medical has also given us highest ratings during their biannual audit for critical services vendors, with zero recommendations for improvement.

I hope this meets your approval for quality monitoring.



A2Z Global
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Phone: 1.856.833.0220 • Fax: 1.856.854.0491

# Process Check List Form:

**Job #**_____
**Related Jobs #**
_____

Source Lang.: | Source type: | Due Date: | PM: | Job Description:

Target: fr | it | de | es | pt | hu | pl | cs | tk | el | ro | nl | sv | fi | da | no | tch | sch | ja | sk | sh | lt | ru | hr

**Special Instructions**

**RFQ**
Sale/Pro. M: RFQ Inspection (Confirm Target Language, and completeness of source files) Check Date: _____ by _____

**TM**
PM/In-QA: TM Preparation and version control Check Date: _____ by _____ ☐ Pass

**Import**
Eng: pre-import and export to ensure proper working of TM Check Date: _____ by _____ ☐ Pass

**Pre-Translation**
In-QA: Check Imported files for proper TM insertion and Term Glossaries Check Date: _____ by _____ ☐ Pass

**Translation / Editing**
PM: Track the pace of translation and editing ☐ 25% ☐ 50% ☐ 75% ☐ 100% WC#_____ Due Date _____
Notes:

**In-house QA**
In-QA: confirm correct glossary terms usage ☐ TM Confirmed ☐ Errors found ☐ TM Correction completed DATE:_____
Notes:

**Export**
Eng: Inspect intergrity of exported files Check Date: _____ by _____ ☐ Pass
Notes:

**Pre-DTP / re-Export**
In-QA/Eng: linguistic corrections and re-export if necessary. Check Date: _____ by _____ ☐ Pass

**DTP**
Eng: ☐ WYSIWYG ☐ Layout ☐ Fonts ☐ Typesetting ☐ Template ☐ Typography ☐ Client Style Guide (MU# Version# ..etc) ** use Special Instructions on Right
☐ TOC ☐ Index ☐ I/O Links ☐ Graph. Design ☐ Test Print ☐ PS/PDF

**In-house QA**
In-QA: Inspect client check list via DTP'd documents. Check Date: _____ by _____ ☐Pass
Notes:

**Proofreading**
PM: Out to native speakers and tack pace of proofreading ☐ 25% ☐ 50% ☐ 75% ☐ 100% WC#_____ Due Date _____
Notes:

**Approvals for Review**
Eng. sign off:_____ In-QA sign off:_____ PM sign off:_____
Notes:

**Client Review Cycle (1) - OPEN**
PM: Work with client reviewer to ensure proper information: Date Sent: _____ Receipt Confirmation Date:_____ Due Date:_____
Notes:

**Cycle (1) Corrections Tech.**
In-QA: Technical implementation < 5% > 5% Anything over 5% must notify Production Manager
Notes:

**Cycle (1) Corrections Linq.**
PM: Out to translators for Linguistic correction < 5% > 5% Anything over 5% must notify Production Manager
Notes:

**Correction Audit**
PM: Confirm all client reviewer's comments are implemented. Check Date: _____ by _____ ☐ Pass
Notes:

**Review Cycle (1) - CLOSE**
PM: All additional request from client reviewers will need to notify Prod. Manager for cost and time estimation.
☐ New Est. Needed ☐ 2nd Proof requested ☐ No 2nd Proof requested ☐ PIR Received
Notes:

**In-House Proof**
Eng/In-QA: Prepare PDF and final Proof.
☐ Client Review Errors ☐ Tech. Errors ☐ Linq. Errors
Notes:
PM: Delivery Check Date: _____ by _____ ☐ Pass

**Client side In-house Review**
Additional corrections:
Notes:

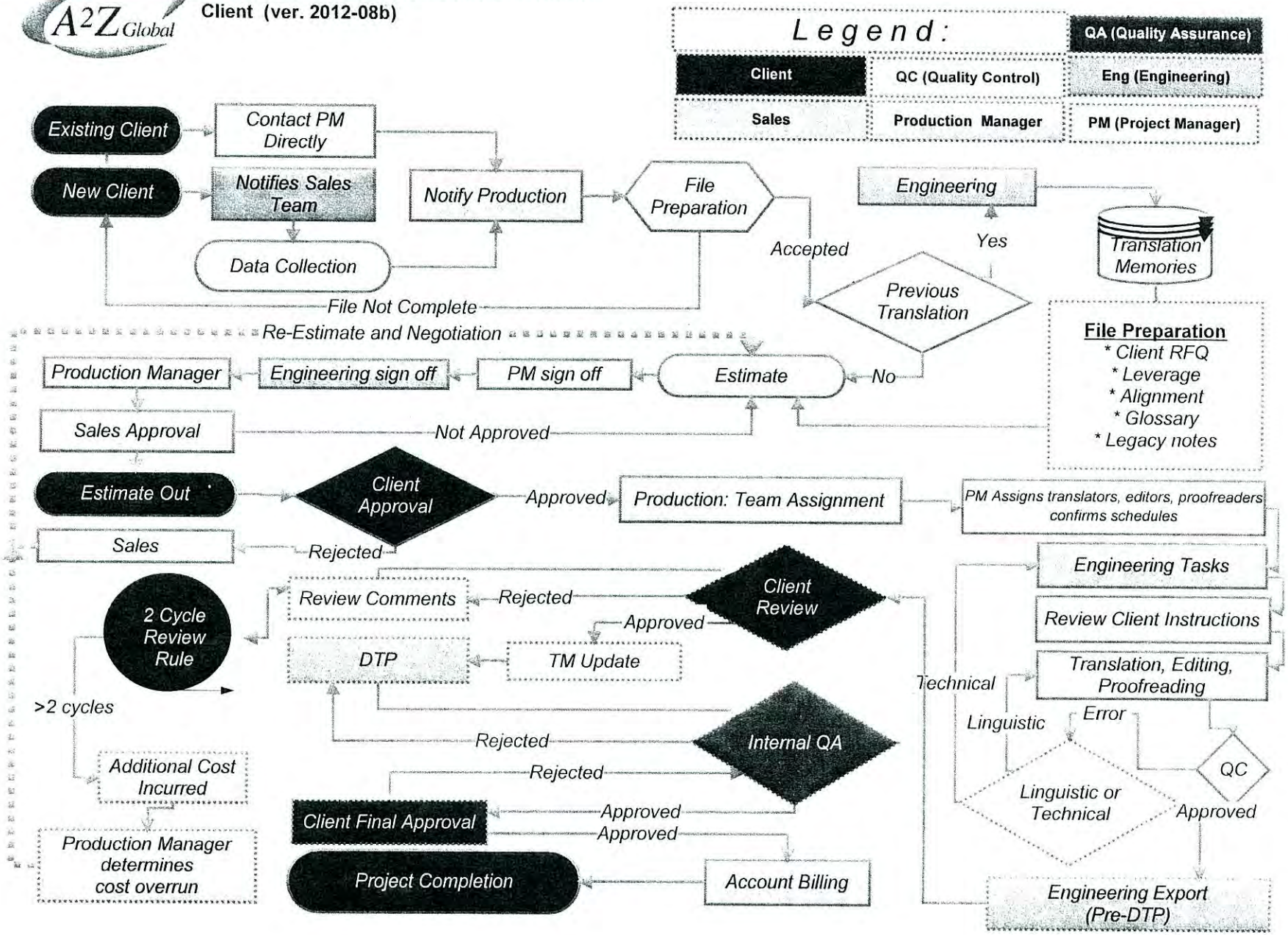
**Final Delivery**
Delivery Date: _____
Notes:

**** PM**
**** In-house QA**
**** Engineering**

☐ See additional Page

# A2Z Production Flow Chart

**Client (ver. 2012-08b)**



*Language:* Seriously inadequate localisation. May present significant usability problems. Inconsistent UI terms. Unacceptable errors in NLS data.

*Form./Funct.:* Contains a significant number of localisation bugs. It takes longer to report the bugs than to test the product, demonstrating the lack of any QA check before hand over. A significant amount of rework required to bring the software to an acceptable standard.

*Packaging:*

*Language:* Information not accessible. Writing style very poor, inconsistent. Poorly localised. Many language, terminology errors. Unacceptable number of errors in NLS data.

**QA template samples**

## Printed documentation QA - long

Product name:
Version:
Language
QA no.:
QA date:
Project manager:

**LANGUAGE**

Sample details

No. of pages: 10
Max. error pts: 10

| Error category | Error type | Errors Found A | B | C | Type tot | Error pts allowed | Cat. res. |
|---|---|---|---|---|---|---|---|
| **Accuracy** | Omissions | 0 | 0 | 0 | 0 | | |
| | Additions | 0 | 0 | 0 | 0 | | |
| | Cross-references | 0 | 0 | 0 | 0 | | |
| | Headers/Footers | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | 1.5 | 1.50 |
| **Terminology** | Glossary adherence | 0 | 0 | 0 | 0 | | |
| | Context | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | 1.5 | 1.50 |
| **Language** | Grammar | 0 | 0 | 0 | 0 | | |
| | Semantics | 0 | 0 | 0 | 0 | | |
| | Punctuation | 0 | 0 | 0 | 0 | | |
| | Spelling | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | 3 | 3.00 |
| **Style** | General style | 0 | 0 | 0 | 0 | | |
| | Register/Tone | 0 | 0 | 0 | 0 | | |
| | Language variants/slang | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | 3 | 3.00 |
| **Country** | Country standards | 0 | 0 | 0 | 0 | | |
| | Local suitability | 0 | 0 | 0 | 0 | | |
| | Company standards | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | 1 | 1.00 |
| | **Section total** | **0** | **0** | **0** | **0** | 10 | 10.00 |

**Section points:** 10.00
**Section result:** 100%

**FORMATTING**

Max. error pts: 5

| Error category | Error type | Errors Found A | B | C | Type tot | Error pts allowed | Cat. res. |
|---|---|---|---|---|---|---|---|
| Text formatting | Table of contents (TOC) | 0 | 0 | 0 | 0 | | |
| | Index | 0 | 0 | 0 | 0 | | |
| | Text | 0 | 0 | 0 | 0 | | |
| | Layout | 0 | 0 | 0 | 0 | | |
| | Typography | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | **2.25** | **2.25** |
| Art formatting | Graphics | 0 | 0 | 0 | 0 | | |
| | Callouts and captions | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | **1.75** | **1.75** |
| Hand-offs | Delivery | 0 | 0 | 0 | 0 | | |
| | Output | 0 | 0 | 0 | 0 | | |
| | Printing | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | **1** | **1.00** |
| | **Section total** | **0** | **0** | **0** | **0** | **5** | **5.00** |

**Section points:** 5.00
**Section result:** 100%

FUNCTIONALITY

Max. error pts: 5

| Error category | Error type | Errors Found A | B | C | Type tot | Error pts allowed | Cat. res. |
|---|---|---|---|---|---|---|---|
| Consistency | GUI Terminology | 0 | 0 | 0 | 0 | | |
| | Cross-application terminol. | 0 | 0 | 0 | 0 | | |
| | Abbreviation | 0 | 0 | 0 | 0 | | |
| | Key comb. and sequences | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | **1.75** | **1.75** |
| Art & Design | Screen shots | 0 | 0 | 0 | 0 | | |
| | Conceptual/Generic art | 0 | 0 | 0 | 0 | | |
| | Specifications | 0 | 0 | 0 | 0 | | |
| | Icons/Buttons | 0 | 0 | 0 | 0 | | |
| | User input | 0 | 0 | 0 | 0 | | |
| | Graphic accuracy | 0 | 0 | 0 | 0 | | |
| | Design | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | **2.5** | **2.50** |
| References | Lists/Procedures | 0 | 0 | 0 | 0 | | |
| | Visual/Practical | 0 | 0 | 0 | 0 | | |
| | Status bar/Error messages | 0 | 0 | 0 | 0 | | |
| | **Category total** | **0** | **0** | **0** | **0** | **0.75** | **0.75** |
| | **Section total** | **0** | **0** | **0** | **0** | **5** | **5.00** |

**Section points:** 5.00
**Section result:** 100%

PRINTED DOC QA RESULT SUMMARY

| | |
|---|---|
| Language | 100% |
| Formatting | 100% |

Functionality 100%
Average 100%

**Pass?** **yes** **no**

Comments:

Signed:
Date:

## Printed documentation QA - short

Product name:
Version:
Language
QA no.:
QA date:
Project manager:

**LANGUAGE**

Sample details
No. of pages: 10
Max. error pts: 10

| Error category | Errors Found A | B | C | Cat. tot. | Error pts allowed | Cat. res. |
|---|---|---|---|---|---|---|
| Accuracy | 0 | 0 | 0 | 0 | 1.5 | 1.50 |
| Terminology | 0 | 0 | 0 | 0 | 1.5 | 1.50 |
| Language | 0 | 0 | 0 | 0 | 3 | 3.00 |
| Style | 0 | 0 | 0 | 0 | 3 | 3.00 |
| Country | 0 | 0 | 0 | 0 | 1 | 1.00 |
| **Section total** | **0** | **0** | **0** | **0** | **10** | **10.00** |

**Section points: 10.00**
**Section result: 100%**

**FORMATTING**

Max. error pts: 5

| Error category | Errors Found A | B | C | Cat. tot. | Error pts allowed | Cat. res. |
|---|---|---|---|---|---|---|
| Text formatting | 0 | 0 | 0 | 0 | 2.25 | 2.25 |
| Art formatting | 0 | 0 | 0 | 0 | 1.75 | 1.75 |
| Hand-offs | 0 | 0 | 0 | 0 | 1 | 1.00 |
| **Section total** | **0** | **0** | **0** | **0** | **5** | **5.00** |

**Section points: 5.00**
**Section result: 100%**

**FUNCTIONALITY**

Max. error pts: 5

| Error category | Errors Found A | B | C | Cat tot | Error pts allowed | Cat. res. |
|---|---|---|---|---|---|---|
| Consistency | 0 | 0 | 0 | 0 | 1.75 | 1.75 |
| Art & Design | 0 | 0 | 0 | 0 | 2.5 | 2.50 |

| | | | | | | |
|---|---|---|---|---|---|---|
| References | 0 | 0 | 0 | 0 | 0.75 | 0.75 |
| **Section total** | 0 | 0 | 0 | 0 | 5 | 5.00 |

**Section points:** 5.00
**Section result:** 100%

**PRINTED DOC QA RESULT SUMMARY**

| | |
|---|---|
| Language | 100 % |
| Formatting | 100 % |
| Functionality | 100 % |
| Average | 100 % |

**Pass?** **yes** **no**

Comments:

Signed:
Date:

**QA checklists**

The following checklist is intended for use by the person performing the QA. This will allow easy and specific entry into the QA forms, and provides a guideline to consistent and informative feedback.

*How to use checklist with hardcopy:*

1. Mark up errors on hardcopy with the proof code, plus A (critical), B (major) or C (minor) to indicate severity.
2. After completing the QA, summarise errors on the checklist.
3. Use checklist information to enter QA results on the appropriate form.

*How to use checklist with softcopy:*

1. Enter error description, QA area (Language/Formatting/Functionality), Error category (e.g. Accuracy, Text formatting, etc.) and severity level (A/B/C) on checklist during QA.
2. Use checklist information to enter QA results on the appropriate form.
3. Remember to enclose checklist with QA form when returning QA result.

**Checklist for use with long QA form**

| LANGUAGE | | | | | |
|---|---|---|---|---|---|
| | | | | | |
| **Error category** | **Error type** | **Proof code** | **A** | **B** | **C** |
| **Accuracy** | Omissions | Acc-om | | | |
| | Additions | Acc-ad | | | |
| | Cross-references | Acc-x | | | |
| | Headers/Footers | Acc-h/f | | | |
| | | | | | |
| **Terminology** | Glossary adherence | Term-glo | | | |
| | Context | Term-con | | | |
| | | | | | |
| **Language** | Grammar | Lan-gr | | | |
| | Semantics | Lan-sem | | | |
| | Punctuation | Lan-punc | | | |
| | Spelling | Lan-sp | | | |

| | | | | | |
|---|---|---|---|---|---|
| **Style** | General style | St-gen | | | |
| | Register/Tone | St-r/t | | | |
| | Language variants/slang | St-v/sl | | | |
| | | | | | |
| **Country** | Country standards | Co-st | | | |
| | Local suitability | Co-loc | | | |
| | Company standards | Co-comp | | | |
| | | | | | |
| **FORMATTING** | | | | | |
| | | | | | |
| **Error category** | **Error type** | **Proof code** | **A** | **B** | **C** |
| **Text formatting** | Table of contents (TOC) | Tf-toc | | | |
| | Index | Tf-ind | | | |
| | Text | Tf-txt | | | |
| | Layout | Tf-lay | | | |
| | Typography | Tf-typ | | | |
| | | | | | |
| **Art formatting** | Graphics | Af-gr | | | |
| | Callouts and captions | Af-c/c | | | |
| | | | | | |
| **Hand-offs** | Delivery | Ho-del | | | |
| | Output | Ho-out | | | |
| | Printing | Ho-pr | | | |
| | | | | | |
| **FUNCTIONALITY** | | | | | |
| | | | | | |
| **Error category** | **Error type** | **Proof code** | **A** | **B** | **C** |
| **Consistency** | GUI Terminology | Cons-gui | | | |
| | Cross-application terminol. | Cons-xapp | | | |
| | Abbreviation | Cons-abb | | | |
| | Key comb. and sequences | Cons-key | | | |
| | | | | | |
| **Art & Design** | Screen shots | AD-scr | | | |
| | Conceptual/Generic art | AD-c/g | | | |
| | Specifications | AD-spec | | | |
| | Icons/Buttons | AD-i/b | | | |
| | User input | AD-ui | | | |
| | Graphic accuracy | AD-acc | | | |
| | Design | AD-des | | | |
| | | | | | |
| **References** | Lists/Procedures | Ref-l/p | | | |
| | Visual/Practical | Ref-v/pr | | | |
| | Status bar/Error messages | Ref-s/e | | | |

**Checklist for use with short QA form**

| LANGUAGE | | | | |
|---|---|---|---|---|
| | | | | |
| Error category | Proof code | A | B | C |
| Accuracy | Acc | | | |
| Terminology | Term | | | |
| Language | Lan | | | |
| Style | St | | | |
| Country | Co | | | |
| | | | | |
| FORMATTING | | | | |
| | | | | |
| Error category | Proof code | A | B | C |
| Text formatting | Tf | | | |
| Art formatting | Af | | | |
| Hand-offs | Ho | | | |
| | | | | |
| FUNCTIONALITY | | | | |
| | | | | |
| Error category | Proof code | A | B | C |
| Consistency | Cons | | | |
| Art & Design | AD | | | |
| References | Ref | | | |

**Checklist for use for QA performed on softcopy**

**CHECKLIST (Softcopy)**

Product name:
Version:
Language:
QA no:
QA date:
Project manager:

| Error description | QA area (Lan/Form/Fun) | Error category | Severity level (A/B/C) |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

**What Went Well?**

*Which 2 or 3 areas of the project went particularly well?*

| Project Area | Comment |
|---|---|
| | |
| | |
| | |

**What Could Be Improved?**

*Which 2 or 3 areas of the project caused you the most difficulty and should/could be changed for the next project?*

| Project Area | Comment |
|---|---|
| | |
| | |
| | |

Overall Comments Vendor Project Manager:
Date:
Signed:

# Appendix A
# Documentation Quality Checklist

## A.1 Language

### A.1.1 Accuracy

| Category | Definition | Examples of Errors |
|---|---|---|
| Omissions | No relevant information in the source language should be omitted, unless specifically requested/required. Required omissions should not lead to misinterpretation or functionality problems. | An instruction or a step in a procedure was omitted or deleted so that the user actions did not lead to the described result.<br>Elements of the source text (sentence, paragraph, heading etc.) were missing in the target language. |
| Additions | The documentation should not contain unnecessary additions. | A paragraph in the source language is duplicated or two paragraphs using different wording describe the same action. |
| Cross-references | The references in localised documentation to manuals, screens, chapters, sections, paragraphs, page numbers, art, etc. should be accurate. | The reference to a chapter title in the TOC or in running text is localised as "Deleting files" while the actual chapter title is "How to delete files".<br>The index page reference is 10, while the topic is discussed on page 13. |
| Headers/Footers | The headers/footers in the localised documentation should accurately describe the relevant chapter and section titles. | The chapter title in the header is "Formatting Text" while the chapter is called "How to format text". |

### A.1.2 Terminology

| Category | Definition | Examples of Errors |
|---|---|---|
| Glossary adherence | The general and GUI terminology should be used consistently and should accurately and unambiguously reflect the terminology in the glossary. | The term "transparencies" is localised as "transparenze" in the glossary, while the documentation uses the term "lucidi".<br>The verb "cancel" is localised inconsistently with "annuleren" and "ongedaan maken". |
| Context | Each term in the localised documentation should be translated in its context. | "Index" is localised as a "list of files" while from the context it is clear it should be localised as a "list of page references". |

### A.1.3 Language

| Category | Definition | Examples of Errors |
|---|---|---|
| Grammar | The documentation should employ correct grammar, syntax and morphology , in accordance with recognized rules and recommendations. | Grammar rules for agreement, articles, tense, word order, capitalization, hyphenation, etc. not obeyed. |
| Semantics | The documentation should accurately and unambiguously convey the right meaning, with no interpretation errors. | "Small computer system interface" has been localised as "a small interface for computer systems" instead of "an interface for small computer systems". |
| Punctuation | The documentation should use punctuation marks correctly, in accordance with recognized rules and recommendations. | Full stops missing, double spaces, etc. |
| Spelling | The documentation should contain no spelling errors. | Spelling and typing errors. |

### A.1.4 Style

| Category | Definition | Examples of Errors |
|---|---|---|
| General style | The style in documentation should be user-friendly, consistent, direct, informative, current, and adhering to the guidelines issued. | The localisation of the various sections titles starting with "How to ..." have been localised inconsistently, or do not follow the guidelines issued.<br>The localised text is archaic.<br>The localisation is too literal or too verbose. |
| Register/Tone | The register in documentation should be direct, current, user-friendly and appropriate to the user-level. | The localised manual of an advanced, high-level product addresses the user in a "didactic" tone.<br>The localised manual addresses the user in a untypical, colloquial (American) way (Hi!, Congratulations!). |
| Language variants/slang | The documentation should cater specifically for the consumer it is directed towards.<br>Slang is not an accepted inclusion in any manual. | French/French Canadian, Spanish/South American Spanish. |

### A.1.5 Country

| Category | Definition | Examples of Errors |
|---|---|---|
| Country standards | The documentation should match the relevant country standards as recommended and as incorporated in the localised software, such as keyboard layout, time, date and number format, currency, measurements, sorting order, etc. | The documentation shows an American keyboard while the manual should reflect the Russian keyboard. Sample input in an Italian manual shows a dollar sign, although this setting is not previously or specifically chosen in the operating system or application. The topics of a section of a manual are incorrectly sorted or not sorted at all while the source text is. |
| Local suitability | The documentation should reflect the cultural elements of the relevant country and that of the localised software. | An example in a localised French version gives a recipe for all American apple pie whereas creme caramel would be more appropriate in the context. A sample text contains references to Avery labels, while these are only available in the source version. |
| Company standards | The documentation should contain legal sections such as copyright page or splash screen, technical/product support information, or warranties and part numbers pertaining to the relevant country and localised software. | The copyright page or splash screen contains stipulations particular to US law. The documentation of a German product contains the telephone number of the product support department in the USA. |

## A.2 Formatting

### A.2.1 Text formatting

| Category | Definition | Example of Errors |
|---|---|---|
| **Table of Contents (TOC)** | | |
| Format | The TOC should have the right number of headings and sub-headings, using correct spacing and numbering conventions. | The manual's first pages are numbered according to roman numerals, but the TOC uses Latin numerals. |
| Omissions/Duplications | **Print Doc:** Page number references and headings should be complete, with no omissions or duplicate entries.<br><br>**On-Line Doc:** Entries and headings should be complete and should jump to the correct Help topic. | **Print Doc:** Page numbers for different headings are duplicated, because a chapter was re-paginated after the TOC was compiled.<br>**On-Line Doc:** There are missing jumps to Help topics from the Index due to incorrect localisation which result in an error message. |
| Sorting order | TOC reference ranges (*e.g.*, A-B, D-D, *etc.*) should be sorted correctly according to the locale's country standards. | A reference to localised keyboard listings in an section is not sorted correctly and the source TOC is used. |
| Tags | Tags (field codes, styles, format) for the generation of the TOC should not be deleted or modified. | A tag for a heading was deleted, leading to an omission of a reference to an important heading. |
| **Index** | | |
| Format | **Print Doc:** The index should have the right number of headings, sub-headings and columns, using correct spacing and numbering conventions.<br>**On-Line Doc:** Entries and headings should be complete and should jump to the correct Help topic. | **Print Doc:** The localised version has only two levels of index headings, whereas there should be three.<br><br>**On-Line Doc:** There are missing jumps to Help topics from the Index due to incorrect localisation which result in an error message. |
| Cross-references | "See Also" and "See" references should be localised correctly and accurately. | There is a reference in the documentation's index to "See Avery Mailing Labels" whereas this heading does not exist in the localised index. |
| Omissions, duplications | **Print Doc:** Page number references and headings should be complete, with neither omissions nor duplicate entries.<br><br>**On-Line Doc:** Entries and headings should be complete and should jump to the correct Help topic. | **Print Doc:** Duplications of page numbers for different headings due to a chapter being re-paginated after the index was compiled.<br>**On-Line Doc:** There are missing jumps to Help topics from the Index due to incorrect localisation which result in an error message. |

# A2Z Global
# Quality Control Guidelines
# Documentation

| Category | Definition | Example of Errors | Job # 00.000.00 QA recs |
|---|---|---|---|
| **Table of Contents (TOC)** | | | |
| Format | Heading and page references line up properly. Sub-headings, etc. are correctly indented and properly formatted. | Sub-headings were bold instead of being italicized. | |
| Omissions/Duplications | There are no missing page references or headings. Check also for duplications. | Page numbers for different headings are duplicated, because a chapter was re-paginated after the TOC was compiled. | |
| Sorting order | TOC reference ranges should be sorted correctly according to the locale's country standards. | A reference to localized keyboard listings in a section is not sorted correctly because the source TOC was used. | |
| Tags | Make sure codes for compiling the TOC have not been omitted or modified. | A tag was deleted from the main heading, which was then omitted in the TOC recompile. | |
| **Index** | | | |
| Format | The index should have the correct number of headings, sub-headings and columns, using correct spacing and numbering conventions. | The localized version has only two levels of index headings, whereas there should be three. | |
| Cross-references | "See Also" and "See" references should be localized correctly and accurately. | There is a reference in the documentation's index to "See Avery Mailing Labels" whereas this heading does not exist in the localized index. | |
| Omissions, duplications | Make sure there are no missing page references or headings. Also check for duplications. | Page numbers for different headings are duplicated because a chapter was re-paginated after the index was compiled. | |
| Sorting order | The index and reference manuals should be correctly sorted according to the locale's country standards. | The index was not correctly sorted because a non-localized operating system being used. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

| **Text** | | | |
|---|---|---|---|
| Index tags/files | Field codes, styles, hidden text format have not been deleted or modified. | A tag for a page-range was deleted, leading to an incorrect reference to an important feature. | |
| Integrity | Make sure words or paragraphs have not been added, omitted or deleted. | A step in a procedure listing was deleted, making it impossible to complete the procedure. | |
| Localization edit | References to non-localized components should be correctly edited. | A reference to a feature only available in the source version was included in the localized version. | |
| Completeness | All text should be translated and there should be no missing pages or sections. | A reference to use by disabled persons was omitted without conferring with the client. | |
| Sorting | Any kind of lists should be sorted and ordered according to the local country standards. | A glossary of technical terms not included in the index was not sorted, making it difficult to use. | |
| **Layout** | | | |
| Alignment | Text and paragraph formatting should be correctly aligned according to the local country and publishing standards | Text should have been justified but was supplied flush left because unmodified templates were used. | |
| Indentation | Paragraph indentation, drop caps, tab stops should be correct. | Required indentation of first paragraphs in a section was ignored.<br>Procedure lists were incorrectly indented. | |
| Spacing | The spacing between sections, text paragraphs, procedures and headings should be correct. | There were extra paragraph marks included. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

| | | | |
|---|---|---|---|
| Line height | The text line height should be correct. | The text clarity was obscured because incorrect line height was used and diacritics were lost. | |
| Template/Style sheets | Supplied templates and style sheets should not be altered. | A style was modified and saved to the project style sheet resulting in incorrect page layout dimensions. | |
| Widows/Orphans | Widows and orphans should not be modified from the supplied templates, style sheets or publishing conventions. Text should be kept together where required. | A procedure list was broken and continued over two pages, making it less easy for the user to refer to the software while using the software. | |
| Margins | Supplied page layout margins, printing and non-printing areas should not be altered. | Margins were modified giving incorrect offset for right and left pages. | |
| Tables/Procedures/ Lists | Tables of terms, procedures and lists should be clearly laid out to take into account expansion and page breaking. Table headings must be included on the following pages if necessary. | A lengthy table of terms, running over several pages has no column headings, making it difficult for the user to decide on the contents of each column. | |
| Page breaking | Pages should be broken according to the supplied quality standards and publishing conventions, taking into account the expansion of the localized text. | Pages were broken outside of the printing areas causing a loss of text. | |
| Titles/Levels | The correct number of heading levels and titles should be respected. | Changes were made to the number of heading levels, making it difficult to determine sub-sections. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

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| Running headers/footers | Headers and footers should be correctly numbered according to publishing conventions and reflect chapter name, manual title, etc. | The running header was incorrect making it difficult to know which section is in use. | |
| Footnotes | The use of footnotes in manuals should follow the supplied standards and publishing conventions. | Footnotes were placed at the end of each chapter instead of the bottom of each page. | |
| **Typography** | | | |
| Naming conventions | Naming conventions should be respected, both for file names and file extensions. | There was a requirement that each chapter file should begin with the prefix UG, instead literal chapter file names were used. | |
| File format | The correct file formats and tools should be used. | A requirement that WordPerfect .WPS files be used was ignored and Microsoft Word .DOC files were created and used. | |
| Font type | The correct font and font type should be used in accordance with supplied publishing conventions. | Times Roman was used instead of the requested Helvetica True Type. | |
| Character conversions | Diacritics and foreign characters and symbols should be converted according to local standards. | Symbols for the keyboard direction keys were lost in the conversion of files. | |
| Point size | Correct font size should be used according to supplied publishing conventions. | Using a 12 point instead of an 11 point font, caused misalignment and pagination. | |

A2Z Global

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

| | | | |
|---|---|---|---|
| Leading | Correct leading should be used in accordance with supplied publishing conventions. | Clarity of the text was obscured because incorrect line height was used and diacritics were lost. | |
| Kerning | Correct kerning should be used in accordance with supplied publishing conventions. | Clarity of the text was obscured because incorrect spacing was used and diacritics were lost. | |
| Typeface | The correct font typeface should be used in accordance with supplied publishing conventions. | The text in the callouts should have been italic, whereas a bold typeface was used. | |
| Character format | The correct character formatting should be used according to supplied publishing conventions. | All command references should have been formatted as bold typeface, but plain was used. | |
| **Graphics** | | | |
| File format | Use correct file formats and tools during localization. | Each art piece was to be gray scale but monochrome art was included.<br>Paintbrush .PCX files were used instead of FreeHand .FH4 files. | |
| Sizing | Use correct sizing and cropping conventions. | Screen shots were to be cropped, but full screen shots were used instead. | |
| Integrity | Art pieces should not be added, deleted or omitted. | Toolbar buttons were not shown, making understanding the text difficult | |
| Position within text | Art should be positioned correctly within the text, respecting publishing conventions, page breaking and indentations. | A screen shot appears on a right-hand page and its callout text appears on the page overleaf, making it difficult to refer to the illustration. | |

| | | | |
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| Spacing | Spacing between art pieces, margin art, and between text and headings must be consistent and follow publishing conventions. | Too much white space around the art piece, makes the manual seem disjointed. | |
| Completeness | All art should be localized. References to non-localized components should be correctly captured in screen shots or DTP'd correctly in conceptual or generic art. | A screen dump faked from the source shows an option that is only available in the source version. | |
| Naming conventions | Naming conventions should be respected, both for file names and file extensions. | There was a requirement that each art piece would have the prefix UG, but this was changed to MDU. | |
| Art references and linking tags | Art-references and linking tags should not be deleted or modified. | Art references were localized inadvertently, making it impossible for the art to be linked automatically. | |
| **Callouts and captions** | | | |
| Text | Use correct character format for callout and caption text according to supplied publishing conventions. | Callouts that should have been in Helvetica were produced in Times Roman. | |
| Position | Callouts and caption text should be positioned in the correct order according to supplied publishing conventions. | Callout text and pointers cover diagrams in such a way to obscure important features and make it difficult to understand what is being referred to. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

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| Sorting | Callouts should be sorted according to the local country standards. The callout text should reflect this sorting. | Callouts were added to the screen shot using the source language alphabet, instead of the local standard. | |
| Integrity | Caption texts or callouts should not be added, deleted or omitted. | Callouts were deleted, making the illustration unusable. | |
| Completeness | All art callouts should be translated. | Callouts were not translated making the illustration unusable. | |
| Callout line position and characteristics | Position, angle, length, and width of callout lines should follow supplied publishing conventions. | Lines protruded 1.5 cm outside a screen instead of the required .5 cm. | |
| Expansion | Expansion of callout text and captions should not obscure the illustration. | Localized callout text obscured and cluttered the clarity of the graphic, making it difficult to decipher what parts were being referred to. | |
| **Output** | | | |
| Device | The correct output device should be used according to specifications | A PostScript printer with TrueType capability was specified, but a non-PS device was used, creating font problems later. | |
| Output format | The correct electronic output should be submitted according to supplied publishing conventions. | Film was supposed to be supplied but only laser-proofs were supplied.<br>Both .DTF and .DOC file formats were required, whereas only .DOC were supplied. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

| Category | Definition | Example of Errors | |
|---|---|---|---|
| **Delivery** | | | |
| Bill of Materials (BOMS) and Runlists | Correct BOMS, part-numbers and run-lists should be supplied in accordance with agreed publishing standards. | No run-lists were provided. | |
| Completeness | All required files should be supplied, in accordance with agreed formats and means. A complete BOM and release guide documenting what is supplied should also be provided. | All raw-art in .PCX format should have been supplied, but some files were missing from the final delivery. | |
| Documentation covers | The manual covers should be localized and delivered, in accordance with supplied publishing standards. | No covers were supplied. | |
| Release guide | A release guide of the project's components, file list, fonts, art linking and printing instructions should be supplied as agreed and according to publishing standards. | No release guide was provided to the client, making the editing of art and art linking for OEM purposes unclear. | |
| **Printing** | | | |
| Book-building sequence | The hardcopy supplied should be complete and contain blank-pages where necessary. | Blank pages were omitted from the final book building. Chapters then started on the left-hand page, instead of the right-hand page. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

| | | | |
|---|---|---|---|
| Spines | Correct spine information, binding used and correct information on format and appearance should be supplied according to agreed publishing conventions. | The manuals should have been perfect-bound but this information was not supplied to the print vendor. | |
| Colors | Correct colors and color reference (PANTONE, *etc.*) information should be supplied according to agreed publishing conventions. | No information on the required colors was supplied to the print vendor. | |
| Publishing standards | Required publishing standards of logos, paper stock, paper size, bleeds, etc., should be met according to agreed publishing conventions. | Each part opening art should have been bled but this was not communicated to the print vendor, so the pages were cropped to include a white spaced border. | |
| Legal | Correct legal copyright page and trademark information should be supplied according to stipulated publishing conventions. | Trademark information was not "bugged" in the documentation with the ™ and ® and © as stipulated. | |
| **Consistency** | | | |
| GUI terminology | The GUI terminology in the documentation should accurately and unambiguously reflect the GUI terminology employed in the software | The "Save" command is localized as "Opslaan" in the software, while the documentation refers to it as "Bewaren".<br>The "File Name" dialog box is localized as "Nome file" in the software, while the documentation refers to it as "Nome del file".<br>The "Delete" button is localized as "Elimina" in the software, while the documentation refers to it as "Cancella". | |

| | | | |
|---|---|---|---|
| Cross-application terminology | Terminology employed in related products' documentation should be consistent where applicable while accurately and unambiguously reflecting the same functions in the software. This can apply to upgrades, suites of products, cross-platform versions etc. | The "Format Language" command is localized as "Format Lingua" in Word for Windows, while it is localized as "Format Langue" in Word for MS-DOS. | |
| Abbreviation | An abbreviated item in the software should be accurately and unambiguously reflected in the documentation. | The abbreviated menu item "Comp.", for "Composizione" in the software is abbreviated as "Compos". or not abbreviated at all in the documentation. | |
| Key combinations and sequences | Keyboard combinations, hot-keys, short-cut keys in the documentation should accurately and unambiguously reflect the software. | The combination for bolding text (CTRL+G) is incorrectly localized as CTRL+B in the documentation.<br><br>The sequence for choosing File Open is ALT, F, O in the software but incorrectly localized as ALT, F, A in the documentation. | |
| **Art & Design** | | | |
| Screen shots | Screen shots should accurately and unambiguously illustrate the software's appearance and functionality. | A screen shot in the documentation looks different than the software screen. Software may have been updated, the screen may not have been displayed correctly to illustrate that the intended functionality or the wrong language version was used. | |
| Conceptual and generic art | Conceptual and generic art should accurately and unambiguously illustrate the software's functionality. | "Greeked" art is used to illustrate a "copy and paste" feature in a word-processor or to illustrate a calculation feature in a spreadsheet. | |

# A2Z Global
## Quality Control Guidelines
## Documentation

| | | | |
|---|---|---|---|
| Specifications (Country) | All art and screen shots should accurately adhere to country specific (NLS) standards. | The date/time format is incorrect. A non-localized operating system or setting was used, or the screen shot was faked from the source version and not shot from the localized software. | |
| Specifications (International) | Screen shots should accurately display the localized software's components. | Screen shots contain references to "Avery labels" which are only available in the source version.<br>Software may have been changed or was not final or the shot faked from the source version and not taken from the localized software. | |
| Icons/Buttons | Icons (e.g., for mouse or keyboards), buttons (e.g., on toolbars) should accurately match the software appearance and functionality. | The button for bolding text characters is localized as "B" in the documentation instead of "G". Software may have been changed or was not final. The shot might have been faked from the source version and not taken from the localized software. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

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|---|---|---|---|
| User input | Descriptions of user input in the screen shot should accurately match the software | The text instructs the user to type "Hello" while the screen dump shows the word "Hi" being typed in. | |
| Graphic accuracy | Art pieces should be displayed correctly at the proper location and all should be present and localized correctly. | Toolbar buttons are missing from procedure steps in the documentation, making the instructions unclear.<br>The screen shot is not localized making the procedure difficult to follow. | |
| Design (Layout) | The page layout should not obscure the meaning of the text. | Localized callout text expanded to obscure and clutter the clarity of the graphic, making the instruction less clear.<br>The text is not spaced according to accepted practice and standards (double spaces between words), or it is not aligned correctly. | |
| **References** | | | |
| Lists | Lists in the documentation should be complete and produce the desired result. | One step was deleted from a list of steps for creating a glossary entry and it can not produce the desired results. | |
| Procedures | Procedures in the documentation should be complete and produce the desired result. | A numbered set of procedures for creating a macro produces no result or an error message.<br>The procedure steps were incorrect or the localized software was incomplete. | |

**A2Z Global**
**Quality Control Guidelines**
**Documentation**

| | | | |
|---|---|---|---|
| Visual/Practical | References in the documentation should accurately and unambiguously reflect the software.<br><br>Cross-references to other products, to product features or components should be correct. | The documentation refers to the Installation disk as "Installazione", in fact, this disk is titled "Install".<br><br>A cross-reference is made in the *User's Guide* to a technical reference manual, which is not available in the local version. | |
| Status bar/Error messages | References in the documentation should accurately and unambiguously refer to the status bar or error/alert messages displayed in the software. | The documentation refers to the error message "Insufficient memory available" but the software displays the message "Insufficient Disk space available". | |

## NEW JERSEY ECONOMIC DEVELOPMENT AUTHORITY
## Internal Process Management Department

### ACKNOWLEDGEMENT of RECEIPT of ADDENDA / Q&A

The undersigned Bidder / Proposer hereby acknowledges receipt of the following Addenda and "Questions & Answers" regarding the following solicitation:

Bid / Proposal #: 2014-RFB-059-HM  Bid / Proposal Title: ENGLISH>SPANISH WRITTEN TRANSLATION SERVICES

*NOTE: Bidder MUST acknowledge EACH individual Addendum & EACH "Questions & Answers" issued for this solicitation. The Bidder should complete, sign and return this document, WITH THE BID. A bid will not be reviewed and evaluated, unless and until the Bidder has correctly completed, signed and submitted this form.*

| Addendum # / Q&A # | Dated | Acknowledge Receipt (Bidder MUST initial for EACH Addendum & "Questions & Answers" issued for this bid) |
|---|---|---|
| Add 1 | 6-3-2014 | |
| Q+A #1, Add #2 | 6-6-2014 | |
| Q+A #2 | 6-9-2014 | |
| Q+A #3, Add #3 | 6-11-2014 | |
| | | |

*NOTE: the column labeled "Dated" refers to the date each Addendum or "Questions and Answers" document was posted to the Authority's website; not the date the Bidder / Proposer is executing this document.*

☐ Check here if No ADDENDUM or Q&A were issued for this bid / proposal.

Submitted by:

A2Z GLOBAL LLC
*Name of Bidding Entity*

T Landgren
*Signature of Authorized Representative of Bidding Entity*

THEODORA LANDGREN
*Print or type Name of Authorized Representative*

DIRECTOR
*Title of Authorized Representative*

June 15, 2014
*Date*

EXHIBIT G

# NEW JERSEY ECONOMIC DEVELOPMENT AUTHORITY
## *"SOURCE DISCLOSURE CERTIFICATION"*

Bidder: A2Z GLOBAL LLC (e.g. "ABC Company Inc., LLC") Contract / PO Number: 2014 RFB 059 HM (e.g. "2010-RFQ/P-001" or "1234")

I hereby certify and say:

I have personal knowledge of the facts set forth herein and am authorized to make this Certification on behalf of the Bidder.

The Bidder submits this Certification as part of a bid proposal in response to the referenced solicitation issued by the New Jersey Economic Development Authority, so that it can comply with the requirements of *Public Law 2005, Chapter 92 - N.J.S.A. 52:34-13.2.*

Instructions:

**List every location where services will be performed by the Bidder and all subcontractors.**
If any of the services cannot be performed within the United States, the Bidder shall state, with specificity, the reasons why the services cannot be so performed. ***Attach additional pages if necessary.***

| Bidder and / or Subcontractor(s) (e.g.) "ABC Company Inc., LLC" | Description of Services (e.g.) "Underwriting" | Performance Locations(s) by COUNTRY (e.g.) "U.S.A." or "India" | Reasons why services cannot be performed in USA (e.g.) "not applicable" or "see attached" |
|---|---|---|---|
| A2Z GLOBAL LLC | TRANSLATION | -USA- | NA |
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Any changes to the information set forth in this Certification during the term of any contract awarded under the referenced solicitation or extension thereof, will be immediately reported by the successful Bidder to the Director - Internal Process Management, New Jersey Economic Development Authority, P.O. Box 990, Trenton, New Jersey 08625-0990.

The Director shall determine whether sufficient justification has been provided by the Bidder to form the basis of his certification that the services cannot be performed in the United States and whether to seek the approval of the Chief Executive Officer of the New Jersey Economic Development Authority, in accordance with the requirements of *N.J.S.A. 52:34-13.2.*

I understand that, if after award of a contract to the Bidder, it is determined that the Bidder has shifted services declared above to be provided within the United States, to sources outside the United States, prior to a written determination by the Director that extraordinary circumstances require the shift of services or that the failure to shift the services would result in economic hardship to the New Jersey Economic Development Authority; the Bidder shall be deemed in breach of contract, which contract will be subject to termination for cause.

I further understand that this Certification is submitted on behalf of the Bidder in order to induce the New Jersey Economic Development Authority to accept a bid proposal, with knowledge that the New Jersey Economic Development Authority will rely upon the truth of the statements contained herein.

I certify that, to the best of my knowledge, and belief, the foregoing statements by me are true. I am aware that if any of the statements are willfully false, I am subject to punishment.

Bidder: A2Z GLOBAL LLC (Name of Bidding Organization or Entity)

By: T Landgren (Bidding Entity Representative's Signature) Title: DIRECTOR

Print Name: THEODORA LANDGREN (Bidding Entity Representative's Name) Date: JUNE 15, 2014

# Job Log

| Name document | Word count | Date received | Name Translator | Date translated | Name Editor | Date edited | QA | Date delivered |
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