

## Contact Information for Written Translation Services

This contract is to provide the State of Maine and all branches and entities within Maine with accurate, meaning-for-meaning written translation services in eight (8) of the most commonly spoken non-English languages in the State: Arabic, Chinese, French, Khmer, Russian, Somali, Spanish, and Vietnamese, as well as other languages needed to communicate effectively with individuals within the state. Full list of languages provided below.

State of Maine Account Representative:

<b>Account Representative:</b>	Miranda Zhang		
<b>Tel:</b>	<b>800-943-L A T N (5286)</b>	<b>E-mail:</b>	<a href="mailto:translations@latn.com">translations@latn.com</a>

When setting up an account please be sure to inform LATN of any specific and/or unique information you may want to have on your accounts and billing documents.

### Ordering Process

State branches and/or agencies may place individual orders for written translation services through the issuance of a Delivery Order (DO).

State branches and/or agencies wishing to utilize this Master Agreement will need to have an account established. Please contact the State of Maine's Account Representative below.

<b>Provider's Organization Name:</b>	Latin American Translators Network (L A T N), Inc.		
<b>Provider's Vendor Code Number:</b>	VC0000226507		
<b>Account Representative:</b>	Miranda Zhang		
<b>Tel:</b>	<b>800-943-L A T N (5286)</b>	<b>E-mail:</b>	<a href="mailto:translations@latn.com">translations@latn.com</a>

<b>Fixed Cost per English Word rate for the eight (8) most commonly spoke non-English languages in the State:</b> Somali, Arabic (Modern Standard), French (Canadian is more prevalent), Spanish (Latin American format), Chinese, Khmer, Russian, Vietnamese	<b>\$ 0.19/word</b>
<b>Fixed Cost per English Word rate for all other languages</b>	<b>\$ 0.22/word</b>

Ordering Process: Request can be received by the following methods:
Email: <a href="mailto:translations@latn.com">translations@latn.com</a>
Fax: 1-888-511-6233
Online: <a href="https://latn.com/online-request/">https://latn.com/online-request/</a>
Available via telephone at 1-800-943-5286 24/7/365

## Information that may be required when placing orders

Name:
Department:
Address:
Email:
Language Service Requested:
Type of Service Needed:
Date Service will be needed:
Time Service will be needed:
Additional Detail About the Service needed:
Add the attachment

Below is a quick guide to deliverables LATN will provide. Full scope of work can be found on the contract document.

### A. **DELIVERABLES**

1. Provide translation of documents/forms from English to a specified foreign language including, but not limited to, legal documents, posters, brochures, leaflets, notices, correspondence, study guides and applications and/or the conversion of technical or complex forms.
  - a. Ownership and copyright of the native and resulting translated documents/forms will remain with the State branch and/or agency who will distribute at will to the general public and other State branches and/or agencies.
2. Receive and transmit drafts and final versions of documents forms from, and to, the requesting State branch and/or agency in writing, which includes secure e-mail, electronic file attachments to e-mail, web portal and/or facsimile, United States Postal Services mail or overnight services as requested by the State branch or agency.
3. Provide completed translate documents/forms in the format requested by the State branch and/or agency. Such formats include, but not limited to, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe PDF (read and create) or the equivalent of each format.
4. Provide the capacity and infrastructure to deliver accurate, meaning-for-meaning translated documents/forms in specified foreign language.
5. Develop and implement formal methodology (e.g., testing) for assessing the skills of translators who translate documents/forms from English to a specified foreign language.
6. Develop and implement formal internal organizational procedures which provide high quality proofreading of all translated document/forms by a second (2<sup>nd</sup>) human translator.
7. Utilize technological capability to produce electronic files of documents to meet specific translation category requirements.
8. Ensure translated documents/forms match the format and design of the original English document/form to the greatest extent possible.
  - a. Text formatting shall be exact, including tabs, indentations, bullets, margins and copy justification and shall remain consistent in fonts and sizes throughout each document/form.
9. Translate documents/forms at the provider's facility.

Beyond the most commonly spoken languages in Maine, LATN currently offers the following languages for written translations. Our team is always screening linguists to expand our capabilities; contact us if you need a language not listed.

Acholi	Chinese, Simplified	Greek	Karenni	Mon	Soninke
Afrikaans	Chinese, Traditional	Gujarati	Khmer (Cambodian)	Montenegrin	Spanish
Akan	Chuukese	Haitian Creole	Kikuyu	Ndebele	Swahili
Albanian	Czech	Hakha Chin (Lai)	Kinyarwanda	Nepali	Swedish
Amharic	Danish	Hausa	Kirundi	Norwegian	Tagalog
Arabic	Dari	Hawaiian	Korean	Nuer	Tedim Chin (Zomi)
Armenian	Dinka	Hebrew	Kunama	Oriya	Telugu
Assamese	Dutch	Hindi	Kurdish	Oromo	Thai
Bahasa (Indonesian)	English	Hmong Green	Lao	Pashto	Tigrinya
Balochi	Estonian	Hmong White	Latin	Polish	Tongan
Bambara	Falam Chin (Laizo)	Hungarian	Lebanese (Levantine Arabic)	Portuguese	Turkish
Bengali	Faroese	Icelandic	Lingala	Punjabi	Ukrainian
Berber	Farsi (Persian)	Igbo	Lithuanian	Romanian	Urdu
Bodo	Fijian	Ilocano	Luo	Russian	Venda (Tsiuuien)
Bosnian	Finnish	Italian	Maay Maay	Sepedi	Vietnamese
Braille	Flemish	Japanese	Macedonian	Serbian	Wolof
Bulgarian	French	Javanese	Malay	Sereer	Xhosa
Burmese	Fulani	Kachin	Malayalam	Slovak	Yawi
Catalan	Georgian	Kannada	Marshallese	Slovenian	Yoruba
Chichewa	German	Karen	Moldovan	Somali	Zulu