

Quality Standard

Category 1: English to French Translation Services

Category 2: French to English Translation Services

Category 3: Certified Legal English to French Translation Services

Category 4: Certified Legal French to English Translation Services

GOVERNING PRINCIPLE

Deliverables must be produced to the satisfaction of the Government Translation Service (GTS) and/or the Client, and be immediately usable as delivered, without revision or editing. Vendors are responsible for Deliverables notwithstanding reference documents provided or used, unless otherwise specified in the Statement of Work (SOW). This Quality Standard shall serve as the primary reference for all Vendor evaluations performed in accordance with the Master Agreement and is one of the performance measures tools.

Vendors are required to comply with specific instructions on terminology, style, spelling and usage when provided by GTS and/or the Client.

This Quality Standard may be amended from time to time.

SPECIFIC REQUIREMENTS

Each **Deliverable** shall meet the following criteria:

1. **Deadlines must be met.**
2. **The source text's message must be accurately conveyed**, without omissions or additions. Questions or concerns must be cleared with the contact person identified in the SOW before the translation is delivered. Translator's notes, if required, must be sent in a separate document.
3. **The source text's message must be conveyed using correct syntax and grammar, correct and consistent spelling, as well as appropriate style and idiomatic expressions.** The message must be clearly expressed in a style consistent with the text's end-use and target audience.
4. **Deliverables must be submitted as finished, ready-to-use documents**, in the software and format agreed upon by the Vendor and the Client, with all formatting features used correctly as required. Specific instructions given by the Client, including formatting instructions, must be complied with by Vendors.
5. **The source text's message must be conveyed using accurate terminology.**
 - (a) Relevant legislation and ministry or agency lexicons, if any, are to be consulted for preferred domain-specific terms in French.
 - (b) For legal document translations, Vendors are expected to use the terminology or quotations contained in the most up-to-date version of legislation found in [e-Laws](https://www.ontario.ca/laws)¹.

¹ <https://www.ontario.ca/laws>

ONTARIO TERMINOLOGY – OFFICIAL GOVERNMENT NAMES

Official Government Names in French (including short forms and acronyms) are to be obtained **solely** from the [ONTERM²](#) website. If the site is inaccessible or if an Official Government Name is not found in ONTERM, a [terminology request³](#) **must** be made to the GTS Terminology Unit.

USAGE GUIDELINES

Category 1: English to French Translation Services – For French usage, the following general manuals are to be consulted in the order in which they appear below:

- 1) *Ontario.ca – Guide de rédaction*⁴
- 2) *Guide de rédaction et de communication du gouvernement de l'Ontario*, GTS, Ontario⁵
- 3) *Le français au bureau*, Office québécois de la langue française

For gender neutral writing, the following guide is to be consulted:

Recommandations pour une rédaction inclusive, GTS, Ontario⁶

Category 2: French to English Translation Services – For English usage and spelling (including gender-neutral guidelines and elimination of stereotyping) and editorial style, the following manuals are to be consulted:

- 1) *The Canadian Press Stylebook*, James McCarten, Editor
- 2) *The Canadian Press Caps and Spelling*, James McCarten, Editor

Category 3: Certified Legal English to French Translation Services – The following guidelines must be consulted on top of those specified above in Category 1: English to French Translation Services:

Guide fédéral de jurilinguistique législative française (JLF): Collection of articles dealing with issues in the drafting of French legislative texts. Groupe de jurilinguistique française, Department of Justice, Canada.⁷

Category 4: Certified Legal French to English Translation Services – The following guidelines must be consulted on top of those specified above in Category 2: French to English Translation Services:

Legistics: Collection of articles dealing with issues in the drafting of English legislative texts. The English Legislative Language Working Group, Department of Justice, Canada.⁸

² <http://www.ontario.ca/terminology>

³ https://www.sdc.gov.on.ca/sites/mgcs-onterm/en/Pages/TRF_open.aspx

⁴ <https://www.ontario.ca/fr/page/ontarioca-guide-redaction>

⁵ <https://www.sdc.gov.on.ca/sites/mgcs-onterm/Documents/Guides/Guide.htm>

⁶ <https://www.sdc.gov.on.ca/sites/mgcs-onterm/Documents/GenderIdentity/Recommandations.pdf>

⁷ Available online at: <http://canada.justice.gc.ca/eng/rp-pr/csj-sjc/legis-redact/juril/toc-tdm.asp>

⁸ Available online at: <http://canada.justice.gc.ca/eng/rp-pr/csj-sjc/legis-redact/legistics/toc-tdm.asp>