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CAN/CGSB-201.1-2003

ICS 35.160

WITHDRAWAL

June 2013

Minimum Product and Warranty Service Requirements for Microcomputer-based Equipment

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Juin 2013

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NATIONAL STANDARD OF CANADA CAN/CGSB-201.1-2003

MINIMUM PRODUCT AND WARRANTY SERVICE REQUIREMENTS FOR MICROCOMPUTER-BASED EQUIPMENT

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Acknowledgment is made for the translation of this National Standard of Canada by the Translation Bureau of Public Works and Government Services Canada.

FOREWORD

This standard is intended for the procurement of microcomputer-based equipment and its warranty service requirements that may be used in a solicitation document.

This standard is not intended to give specific technical information or terms and conditions. In addition to the standard, Appendix A outlines additional criteria for consideration and possible inclusion in a solicitation document.

For the purpose of addressing conflicts when utilizing this standard in a solicitation to procure microcomputer-based equipment, the contracting authority should identify (in the solicitation document) an order of precedence with respect to the solicitation document and this standard.

Where differences exist between this standard and any act or regulation, the act or regulation shall prevail.

This standard was developed under the criteria of the National Standards System of Canada aligned with the requirements of the International Organization for Standardization (ISO). These criteria are applied to the content of the standard. Other information relative to the standard is contained in the non-mandatory Appendix A. It is recommended that Appendix A be given serious consideration when reviewing this standard.

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CANADIAN GENERAL STANDARDS BOARD

MINIMUM PRODUCT AND WARRANTY SERVICE REQUIREMENTS FOR MICROCOMPUTER-BASED EQUIPMENT

1. SCOPE

1.1 This standard defines minimum product and warranty service requirements for the procurement of microcomputer-based equipment.

1.2 This standard excludes any items not defined as equipment in Section 3.

1.3 The testing and evaluation of a product against this standard may require the use of materials and/or equipment that could be hazardous. This document does not purport to address all the safety aspects associated with its use. Anyone using this standard has the responsibility to consult the appropriate authorities and to establish appropriate health and safety practices in conjunction with any applicable regulatory requirements prior to its use.

2. REFERENCED PUBLICATIONS

2.1 The following publications are referenced in this standard:

2.1.1 Canadian Standards Association (CSA)

C22.2 Canadian Electrical Code, Part II — General Requirements.

2.1.2 Industry Canada

ICES-003 — Interference-Causing Equipment Standard — Digital Apparatus.

2.2 A dated reference in this standard is to the issue specified. An undated reference is to the latest issue, unless otherwise specified in the solicitation document. The sources are given in the Notes section.

3. TERMINOLOGY

For the purposes of this standard, the following definitions apply:

Acceptance Testing (Essais d'acceptation)

Testing by the purchaser, or an independent qualified third party on behalf of the purchaser, after receipt of the equipment to validate that the equipment

a. has been supplied with the same components as tendered by the vendor and, if applicable, as supplied for evaluation testing; and

b. performs in accordance with and meets or exceeds the requirements specified in the solicitation document and the manufacturer's published specifications and/or diagnostic tests.

Authorized Dealer (Reseller) (Marchand (revendeur) autorisé)

An entity authorized by a manufacturer or manufacturer's representative to sell the equipment and/or provide warranty service for the equipment in Canada.

Burn-in (Functional Diagnostic) Testing (Essais de fiabilisation (diagnostic fonctionnel))

The testing process that the equipment is subjected to by the manufacturer in its usual and ordinary course of business to accelerate aging and to provoke possible premature failure before shipment to the purchaser.

Contract (Contrat)

The written agreement between the vendor and the purchaser for the supply of the equipment and warranty service.

Contracting Authority (Autorité contractante)

The entity responsible for procuring the equipment.

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Equipment (Matériel)

The microcomputer-based desktops, handhelds, notebooks and servers tendered by the vendor, inclusive of, but not limited to, all internal components, chassis, monitor, keyboard and mouse.

Equivalent (Équivalent)

A component that performs the same function and performs that function equal to or better than the component it is replacing.

Evaluation Testing (Essais d'évaluation)

Testing by the purchaser, or an independent qualified third party on behalf of the purchaser, during the evaluation to validate

a. that the equipment meets or exceeds all specifications and requirements in the solicitation document; and

b. the proper integration of components and operation of the equipment within the purchaser's specific environment, if specified in the solicitation document.

Manufacturer (Fabricant)

An entity that uses components from one or more sources to assemble the equipment that it sells under its own name and brand.

Manufacturer's Representative (Représentant du fabricant)

An entity authorized by a manufacturer to act on its behalf in Canada for the equipment.

Operable State (Bon état de fonctionnement)

Operating in accordance with the manufacturer's published specifications and/or diagnostic tests, technology standards, the solicitation document and the vendor's response.

Operating System (Système d'exploitation)

Software that supports and operates the hardware of a computer system, manages the interface to peripheral hardware, schedules tasks, allocates storage, and presents a default interface to the user when no application program is running.

Purchaser (Acheteur)

The entity for which the equipment is being purchased.

Remanufactured Parts (Pièces remises à neuf)

Parts guaranteed by the original component manufacturer to meet or exceed the manufacturer's original specifications and functionality.

Response (Offre)

The vendor's offer to supply the equipment and warranty service.

Software Developer (Développeur de logiciels)

The entity that developed the operating system for the equipment.

Solicitation Document (Demande de soumissions)

The invitation to submit a response for the equipment and warranty service to be provided.

Vendor (Fournisseur)

The entity responding to the solicitation document.

Warranty (Garantie)

A manufacturer's written guarantee of fitness for purpose of the equipment, and to repair or replace defective equipment during the warranty period.

Warranty Service (Garantie de services)

The service provided by the vendor at its expense including, but not limited to freight, insurance, parts and labour in accordance with the warranty.

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Warranty Period (Période de garantie)

The period commencing upon shipment of the equipment to the purchaser, and that is the greater of three years or the manufacturer's standard warranty period, unless otherwise specified in the solicitation document.

4. REQUIREMENTS

4.1 Manufacturer and/or Vendor

4.1.1 The manufacturer and the vendor may be subjected to an evaluation including, but not limited to, its legal status, manufacturing facilities, and technical, financial and managerial capabilities to fulfill the requirements specified in the solicitation document. During this evaluation the manufacturer and vendor shall provide

a. a current corporate overview outlining its corporate history; and

b. a copy of its most recent audited financial statement. If a recent audited financial statement is not available, then a financial statement certified by its chief financial officer will be acceptable.

4.1.2 The manufacturer and the vendor, upon request, shall satisfactorily demonstrate to the purchaser that the manufacturer has the production capacity and the ability to deliver the equipment volume specified in the solicitation document.

4.1.3 The manufacturer and the vendor, upon request, shall allow the purchaser to visit its premises during its business hours for any reason considered appropriate by the purchaser for the performance of the contract.

4.1.4 The manufacturer or the manufacturer's representative and the vendor, upon request, shall provide the purchaser with a minimum of three references (including company name, contact name and telephone number) that can verify the satisfactory provision, performance, and servicing of the same or similar type and quantity of equipment as specified in the solicitation document. Criteria such as meeting delivery deadlines, percentage of 'dead-on-arrivals', equipment reliability, meeting service response times, percentage of unresolved service calls and availability of replacement parts may be evaluated. The purchaser and the contracting authority may contact references in addition to those provided by the vendor. Where unsatisfactory references are identified in the evaluation by the purchaser or the contracting authority, the vendor's response may be rejected.

4.1.5 The manufacturer shall perform burn-in (functional diagnostic) testing for a minimum of three hours and record and maintain the results. At a minimum, each system (motherboard and accessories installed within the system chassis) shall be

a. subjected to a functional test of each sub-assembly and functional sub-unit;

b. tested fully-assembled with the configuration of hardware and software specified in the solicitation document and in accordance with the manufacturer's predetermined test conditions and pass-or-fail acceptance criteria; and

c. fully retested if a system fails the initial burn-in (functional diagnostic) testing, requiring work or replacement of defective equipment.

4.1.6 The vendor shall supply all equipment components in accordance with the contract. In the event the original contracted components are not available, the vendor may propose supplying equivalent components to the purchaser. If the purchaser and contracting authority agree to consider accepting equivalent components, the vendor, at the purchaser's option, shall provide

a. a written report from an independent, qualified third party validating that the proposed components are equivalent; or

b. the proposed equivalent components for evaluation testing.

4.1.7 The vendor shall be responsible for all costs associated with providing third party reports and supplying equivalent components for evaluation testing, including freight and insurance charges to and from the purchaser's site and insuring the equivalent components while located at the purchaser's site.

4.1.8 Acceptance of equivalent components shall be authorized by written approval of the contracting authority, and the vendor shall not ship any equivalent components until such approval is received.

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4.1.9 The manufacturer shall warrant that equivalent components shall not affect the warranty service, performance and/or operation of the equipment.

4.1.10 The manufacturer shall provide a Web site containing the following for the equipment (links to other manufacturer's Web sites will not be acceptable):

a. downloadable driver, setup and configuration files;

b. message area for technical assistance and support;

c. downloadable technical information libraries such as technical manuals, user manuals and troubleshooting guides;

d. product announcements such as recalls, bug fixes and patches;

e. area detailing accessories and upgrades; and

f. 'Frequently Asked Questions' area or a knowledge base.

4.1.11 The manufacturer shall

a. provide an operating system with the equipment, unless otherwise specified in the solicitation document;

b. certify that the equipment provided operates with the operating system requirements specified in the solicitation document; and

c. provide proof of the software developer's operating system certification for the equipment, where such certification exists.

4.1.12 The vendor, if not the manufacturer, shall be a manufacturer's representative or an authorized dealer (reseller) for the equipment prior to the closing time specified in the solicitation document. The vendor, upon request, shall provide written proof of such authorization.

4.1.13 The vendor, upon request, shall provide the manufacturer's documentation, such as specification sheets and technical brochures, to substantiate that the equipment meets all requirements specified in the solicitation document.

4.1.14 The vendor, upon request and at no cost to the purchaser, shall provide the equipment for evaluation testing within five business days of a request to do so. The purchaser shall have the equipment for a minimum of ten business days, unless otherwise specified in the solicitation document.

4.1.15 For evaluation testing, the vendor shall

a. pay freight and insurance charges to and from the locations specified in the solicitation document, and

b. be responsible for the equipment in the event of loss or damage while it is at the purchaser's site.

4.2 **Equipment**

4.2.1 The equipment including all components shall be manufactured from parts and components that are new or equivalent to new in performance and reliability, of current manufacture and off-the-shelf, in that no further research and/or development is required. All components shall be compatible with the equipment and meet or exceed the requirements specified in the solicitation document. These components shall function and perform as specified in the solicitation document and as represented by the original component manufacturer.

4.2.2 The equipment shall

a. not violate any patent, copyright, trade secret, industrial design or any other proprietary right of any other party;

b. conform to federal, provincial, and territorial legislation and regulations for the province or territory in which the equipment is being installed;

c. conform to the C22.2 Canadian Electrical Code, Part II — General Requirements, applicable to the province or territory in which the equipment (complete assembly inclusive of all components) is being installed; and

d. conform to the Class B limits for radio noise emissions from digital apparatus, as set in ICES-003 Interference-Causing Equipment Standard — Digital Apparatus.

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4.2.3 The configuration of the equipment shall be included in the vendor's tendered price and shall include, at a minimum,

a. pre-assembling each system and system components;

b. formatting the hard drive; and

c. installing the operating system.

4.2.4 The equipment shall be shipped in the manufacturer's original packaging and a packing slip shall accompany each shipment. Packaging and shipping shall be in accordance with the industry standard for all items in order to ensure the equipment's safe arrival at its destination. All charges incurred for the replacement of equipment that is damaged or malfunctioning on arrival, with the exception of damage caused by the purchaser, shall be borne by the vendor.

4.2.5 The equipment serial number shall be marked on the chassis and, for tracking purposes, the vendor shall indicate this serial number on both the packing slip and the invoice.

4.2.6 On-site installation, if specified in the solicitation document, shall include, at a minimum,

a. unpacking and inspecting the equipment for damage;

b. assembling, setting up and installing the equipment in accordance with the manufacturer's specifications;

c. running standard tests and diagnostics;

d. installing appropriate service tools;

e. ensuring the equipment is in an operable state; and

f. correcting any failures and discrepancies detected during acceptance testing.

4.2.7 The equipment acceptance testing shall be conducted within ten business days of receipt of the equipment, unless otherwise specified in the solicitation documentation.

4.3 **Warranty Service**

4.3.1 Warranty service shall be provided in specified geographic regions between 09:00 and 17:00 hours (purchaser's local time) Monday to Friday, excluding holidays observed by the purchaser, unless otherwise specified in the solicitation document. Where warranty service is to be provided by the vendor or a third party, the party shall be an authorized dealer (reseller) prior to the closing time specified in the solicitation document.

4.3.2 All warranty service facilities shall be commercial, not residential establishments.

4.3.3 The manufacturer and/or its authorized dealer (reseller) shall provide technicians with the necessary training, tools and equivalent new or remanufactured parts to provide warranty service.

4.3.4 The manufacturer shall provide a Canada-wide toll-free telephone service during the warranty period to enable the purchaser to report technical problems with the equipment.

4.3.5 All equipment serviced during the warranty period shall be returned to the purchaser in an operable state, using equivalent new or remanufactured parts that shall assume the balance of the equipment warranty period.

4.3.6 If any defect in the equipment is not rectified by the vendor before the end of the warranty period, the vendor shall, at the purchaser's option, either

a. extend the warranty period until the defect has been corrected and the equipment functions in accordance with the contract for a mutually agreeable period of time; or

b. replace the equipment if repeated efforts to repair the original defect fail or the original defect occurs more than three times within the first 12 months on the same piece of equipment.

4.3.7 The vendor shall maintain service records for the equipment during the warranty period and, upon request, shall provide such records to the purchaser.

4.3.8 Return-to-depot warranty service shall be provided, unless otherwise specified in the solicitation document.

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4.3.9 On-site warranty service, if specified in the solicitation document, shall include at a minimum

a. all replacement parts and labour; and

b. all service personnel costs including overtime, transportation, travel, living and any other related costs incurred.

5. NOTES

5.1 Related Publications

The following publications are referenced in Appendix A.

5.1.1 Canadian Standards Association (CSA)

CAN/CSA-ISO 9001:00 — Quality Management Systems — Requirements

CAN/CSA-ISO 9001:94 — Quality Systems — Model for Quality Assurance in Design, Development, Production, Installation, and Servicing

CAN/CSA-ISO 9002:94 — Quality Systems — Model for Quality Assurance in Production, Installation, and Servicing.

5.1.2 International Organization for Standardization (ISO)

ISO 9001:2000 — Quality management systems — Requirements

ISO 9001:1994 — Quality systems — Model for quality assurance in design, development, production, installation, and servicing

ISO 9002:1994 — Quality systems — Model for quality assurance in production, installation, and servicing.

5.2 Other Publications

The following publications are not referenced within the standard but provide additional information relative to the ISO quality system and the Interference-Causing Equipment Standard, ICES-003.

5.2.1 Canadian General Standards Board (CGSB)

CGSB 184.1 — Guidelines for Implementing ISO 9000 Quality Management Systems in Public Sector Organizations.

5.2.2 Industry Canada

EMCAB-3 — Electromagnetic Compatibility Advisory Bulletin — Implementation and Interpretation of the Interference-Causing Equipment Standard for Digital Apparatus, ICES-003.

5.2.3 U.S. Federal Communications Commission (FCC)

Code of Federal Regulation — Title 47 Telecommunications — Part 15 Radio Frequency Devices.

5.3 Sources of Referenced Publications

5.3.1 The publications referred to in par. 2.1.1 and par. 5.1.1 may be obtained from the Canadian Standards Association, Standard Sales, 5060 Spectrum Way, Mississauga, Ontario L4W 5N6. Telephone 1-800-463-6727 or (416) 747-4044. Fax (416) 747-2510.

5.3.2 The publications referred to in par. 2.1.2 and par. 5.2.2 may be obtained from Tyrell Press Ltd., 2714 Fenton Road, Gloucester, Ontario, K1T 3T7. Telephone 1-800-267-4862 (Canada only) or 1-800-574-0137 (U.S. only) or (613) 822-0740. Fax (613) 822-1089. Alternatively, it may be obtained on the Internet from Industry Canada's Web site at ***http://strategis.ic.gc.ca.***

5.3.3 The publications referred to in par. 5.1.2 may be obtained from IHS Canada, 1 Antares Drive, Suite 200, Ottawa, Ontario K2E 8C4. Telephone 1-800-267-8220 or (613) 237-4250. Fax (613) 237-4251.

5.3.4 The publication referred to in par. 5.2.1 may be obtained from the Canadian General Standards Board, Sales Centre, Gatineau, Canada K1A 1G6. Telephone 1-800-665-2472 or (819) 956-0425. Fax (819) 956-5644.

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5.3.5 The publication referred to in par. 5.2.3 may be obtained from the Superintendent of Documents, U.S. Government Printing Office, Washington, DC, 20402, U.S.A. Telephone (202) 512-1800. Alternatively, it may be obtained on the Internet from the Federal Communications Commission Web site at ***http://ftp.fcc.gov/oet/info/rules***.

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APPENDIX A

(This appendix does not form a mandatory part of the standard.)

ADDITIONAL CRITERIA

A1. This appendix recommends additional criteria for consideration and possible inclusion in the solicitation document. The detailed requirements should be outlined in the solicitation document of the contracting authority applying this standard.

A2. Additional criteria for the solicitation document may include:

A2.1 **Specifications**

A2.1.1 Detailed technical requirements for all equipment such as processor type and speed, hard drive speed and capacity, memory type, size and speed, monitor size and resolution type, compact disk (CD) drive, video card, sound card, external and internal connections, power source, fan, and other internal components such as CD writer and modems.

A2.1.2 Software (operating system and applications) requirements.

A2.1.3 Environmental, health and safety requirements.

A2.1.4 Requirements for components/network testing, software compatibility.

A2.1.5 Clause stating that "Failure to provide acceptable information to validate the requirements of this standard have been met may result in the rejection of the response".

A2.1.6 Requirements for the manufacturer to

a. have and maintain a quality system, for each of its facilities, that conforms to any of the following standards:

CAN/CSA-ISO 9001-00	
ISO 9001:2000	
CAN/CSA-ISO 9001-94	(*effective to December 15, 2003*)
CAN/CSA-ISO 9002-94	(*effective to December 15, 2003*)
ISO 9001:1994	(*effective to December 15, 2003*)
ISO 9002:1994	(*effective to December 15, 2003*)

b. register its quality system with a Canadian or foreign quality systems registrar accredited or recognized by the Standards Council of Canada.

A2.2 **Warranty**

A2.2.1 Length of warranty period if other than the minimum three years specified in Section 3.

A2.2.2 Location (return-to-depot or on-site).

A2.2.3 Response time to acknowledge the purchaser's notification that a problem exists (e.g. within four business hours after service call).

A2.2.4 Repair turnaround time on site (e.g. within two business days after service call).

A2.2.5 Repair turnaround time at depot (e.g. return the equipment to the purchaser within two business days after receipt at the depot).

A2.3 **Evaluation Testing** — Timeframe for providing the equipment for evaluation testing, if other than the timeframes specified in par. 4.1.14.

A2.4 **Language Requirements** — Availability of personnel for support and documentation to meet specific user language requirements.

Withdrawn/Retired

A2.5 **References** — Additional factors not listed in par. 4.1.4 that will be evaluated through the reference check.

A2.6 **Acceptance Testing**

A2.6.1 Timeframe required for the purchaser to complete acceptance testing, if other than the timeframe specified in par. 4.2.7.

A2.6.2 Process for returning equipment that fails acceptance testing.

Withdrawn/Retirée