



ASSISTIVE PRODUCT SPECIFICATION FOR PROCUREMENT

Rollators

Objective:

The objective of this specification is to help organizations in procuring good quality rollators that are durable and which assist the individuals with mobility impairments to move.

World Health Organization

1. Product description

The purpose of this section is to provide specific key details relevant to the assistive product so that it is easily identifiable.	
Purpose of 1.1	Name of product as per WHO priority APL and/or commonly used names.
1.1 Name of product	Rollators
Purpose of 1.2	As per ISO 9999 classification and terminology document (refer https://www.iso.org/standard/60547.html).
1.2 ISO 9999 code	12 06 06 Rollators Walking devices which can be moved by pushing or pulling, that enable a person to maintain stability and balance while walking, and have hand grips and three or more wheels. Included are, e.g. rollators with a seat for resting, knee walkers, reverse rollators that are pulled with the opening in the front, walking trolleys.
Purpose of 1.3	Describes the product type in clear, simple, easily understood language and the intended use in addressing functional needs.
1.3 Description and intended use	Walking device which can be moved by pushing or pulling, that enables a person to maintain stability and balance whilst walking and has hand grips and three or more wheels. It provides support to people with difficulty in walking, problems with balance, pain or frailty, allowing them to walk more safely indoor and outdoor. The user gently rolls the rollator forward as they step forward and uses the breaks to slow down.
Purpose of 1.4	Refers to general characteristics of the assistive product that describes its appearance and components.
1.4 General features	A frame with built-in handles, brakes and wheels. The handles are height-adjustable and comfortable handles, and the brakes are for parking and driving. Optional features include a foldable design as well as a seat and a basket or tray.
Purpose of 1.5	Refers to product models that are included in the specific APS.
1.5 Inclusion	<ul style="list-style-type: none"> • Regular, heavy duty and small four-wheeled rollators are included • Walking frames with four wheels and no tips are included (WHO) • Mode of operation: user's own muscle power
Purpose of 1.6	Refers to product models that are excluded in the specific APS.
1.6 Exclusion	<ul style="list-style-type: none"> • Three wheeled rollators
Purpose of 1.7	Important, searchable words that relate to the specific assistive product.
1.7 Keywords	Indoor mobility, outdoor mobility, walking, mobility products, mobility devices, participation

2. Product requirements

The purpose of this section is to provide details of all applicable requirements relative to the specific assistive product. A requirement is mandatory and typically describes what a product should be able to do, how it should appear (product and packaging) etc. Only supply and service requirements considered applicable in procurement of rollators.

2.1 Functional requirements

Purpose of 2.1	A functional requirement refers to technical details and other specific functionality that define what a product variation is supposed to accomplish. Per product variation, the requirement should describe
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		the typical user, specific characteristics of the product (in addition to the general features above) as well as the requirements for standard configuration of the product. It is important to focus on performance requirements rather than form factors. It is important to have a clear and specific description of the typical users including e.g. health condition, functional limitation or demographics (range of age, body weight, height, etc). If applicable, specific context of use (e.g. indoor/outdoor, in noisy environment, etc) should be specified in the product variations.		
Item	Product variations	Typical user	Specific characteristics	Requirements for standard configuration
1	Regular rollator for indoor use and limited outdoor use	Adult users weighing maximum 125 kg and with a height between 150 to 190 cm.	Adjustable for height.	2 handles, 4 wheels with diameter 200 mm, cable/driving and parking brakes.
2	Heavy duty rollator for indoor use and limited outdoor use	Adult users weighing maximum 160 kg.	Adjustable for height.	2 handles, 4 wheels with diameter 200 mm, driving and parking brakes.
3	Regular rollator for outdoor use	Adult users weighing maximum 125 kg and with a height between 150 to 190 cm.	Adjustable for height.	2 handles, 4 wheels; big wheels diameter 275-280mm; small wheels diameter 225-230 mm, driving and parking brakes.
4	Heavy duty rollator for outdoor use	Adult users weighing maximum 160 kg.	Adjustable for height.	2 handles, 4 wheels with diameter 260-300 mm, cable/driving and parking brakes.
5	Small rollator, to be pushed in front of the user	For children.	Adjustable for height.	They should have 2 handles, 4 wheels with diameter 200 mm.
6	Small rollator for indoor use, to be pulled behind the user	For children and youth for indoor use- (posterior walker).	Adjustable for height.	They should have 2 handles, 4 wheels with diameter 200 mm, brakes, and directional and reversing block.
7	Small rollator, to be pulled behind the user	For children and youth - (posterior walker).	Adjustable for height.	They should have 2 handles, 4 wheels with diameter 200 mm, brakes, and directional and reversing block.
Purpose of 2.2		Brief and clear description of general product performance requirements and overall qualities (e.g. stability, strength, durability, waterproof, etc).		

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2.2 General design requirements	<p>The rollator should be easy to operate, adjustable, strong, durable and light, and its parts should be replaceable.</p> <p><u>Frame</u>: Strong, lightweight materials (usually extruded anodized aluminum, the upper tube being at least 25.4 x 1.62mm and the lower tube being at least 21.6 x 1.4mm, of quality at least equal to that of type E1B of BS1474. Alternatively, steel tubing can be used of a quality that is at least equal to a grade 45). Holes should not become enlarged with repeated use or adjustments. Foot pieces and cuff to slide freely over the full extensibility and can easily be disassembled; clearance between sliding parts not to exceed 1mm.</p> <p><u>Height adjustment</u>: via clip or push button. The pin should be made of stainless steel, at least 6mm in diameter and electroplated to prevent corrosion (high strength, low deformation and high abrasion resistance). Adjustment buttons are fully protruding, after having adjusted the length.</p> <p><u>Handgrip</u>: usually made of durable plastic or rubber, should preferably be injection-molded polypropylene of grade 2340PC.</p>
Purpose of 2.3	Details of existing or in-progress national or international standards should be provided here, whether freely or commercially available.

2.3 Standards	<p>Requirements for standard configuration include: Quality, durability and strength of materials used for shaft, adjustment pins and ferrules Separation standards for handle to shaft attachment Typical test progression follows the sequence of stability test, static load test, fatigue test</p> <p>Rollators should comply with and be tested according to relevant national or international standards. Tires should meet ISO standards. Tests (strength, compression, strength and fixing and slip and marking tests) should be carried out by accredited test laboratories. The deformation of testing items should meet the requirement of standard limited range. Post-market product validation through standardized testing and inspection standards is critical in ensuring uniform quality, and the reliance on document review without post-market product testing should be discouraged.</p> <p>Documents supporting that a rollator is safe and effective for use by the typical user, including detailed reports of tests performed, should also be provided. If a rollator does not comply with national or international standards, the supplier is liable for any damages and injuries caused by a product that is used according to its purpose by the typical user as stated above. It is further recommended that the suppliers bidding should provide samples which can be tested in the field by appropriately selected users who are representative of the target user population for a period of 3-6 months so that product performance and durability in the contextual field can be ascertained.</p> <p>The test laboratories should be accredited for the methods of the appropriate standard(s) at the time of the testing. A sum of the results from the test laboratories that states the fulfillment of the requirements should always be provided. The sum should be dated and signed and delivered together with the offer.</p> <p><i>Current product standards for rollators:</i> ISO 11199-2:2006 Walking aids manipulated by both arms - Requirements and test methods - Part 2: Rollators, or a more recent version or equivalent.</p> <p>All documentation should be in English and the official national language of the country (other languages could also be specified).</p>
Purpose of 2.4	A certificate of conformity confirms that a product conforms to applicable national and/or international regulations. If a certificate is required for the specific assistive product, this information should be requested, e.g., CE (Europe), COC (Japan), GCC (USA).

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2.4 Certificate of conformity	<p>A certificate that the product conforms with applicable national or international regulations and standards should be provided (for example, a declaration of conformity with the medical device directive or the medical device regulation of the European Union).</p> <p>If the product does not conform with applicable national or international regulations and standards, the supplier should provide a certificate that the product complies with the requirements in this call for tender and is safe and effective for use by the typical user. It is further recommended that the suppliers bidding should provide samples which can be tested in the field by appropriately selected users who are representative of the target user population for a period of 3-6 months so that product performance and durability in the contextual field can be ascertained.</p> <p>The certificate should specify the product, all applied standards, if any, and the name and contact information of the supplier and be provided with the tender. The certificate of conformity is a legal document and should be signed by an authorized person at the supplier.</p> <p>The certificate of conformity should be supplied in national official language and English. (Other languages could be specified too).</p>
Purpose of 2.5	Lists the relevant scope of information required to identify the appropriate size and weight of the assistive product in its standard configuration (specific dimensions may be given if appropriate).
2.5 Size and weight	<p>Information about the overall width, height, length and weight of rollators should be provided. If applicable, dimensions in operating and folded modes should be provided. Minimum and maximum heights of the handles and width between handles should be provided.</p> <p>Typically, adjustable in adult sizes from approximately 81-92 cm, with children’s, youth and tall sizes available.</p>
Purpose of 2.6	Lists the relevant scope of information that should be provided to service providers (e.g. how to select, assemble, fit, adapt, follow up, maintain, repair, refurbish the assistive product). The desired language(s) in which the technical information should be provided should be stated.
2.6 Technical information (for service providers)	<p>Information on how to assemble and adapt the rollator should be provided and should include illustrations/diagrams. Instructions on how to maintain, service, repair and refurbish the rollator should be provided.</p> <p>The technical information should be provided in English and in the official national language(s). (Other languages could be specified too.)</p>
Purpose of 2.7	Lists the scope of information, and its format, that should be provided to end-users to show how to safely use the assistive product.
2.7 Instructions for use	<p>A user manual should accompany the rollator. The objective should be to ensure safe use. A user manual with instructions for use of the rollator should be provided by the supplier. It should provide instructions on how to safely and effectively use the product, and how to maintain and clean it, the warranty period, and what spares are available. It is intended for the user and/or care-giver.</p> <p>The user manual may be provided in print or electronic format. The user manual should be provided in the official national language(s) with illustrations, and if applicable, in English with illustrations (other languages could be specified too).</p>
Purpose of 2.8	Refers to the various weather and other environmental conditions (e.g. temperatures, humidity, rain, snow, sunshine, that the assistive product should be able to withstand).

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2.8 Environment of use	Rollators should withstand various weather conditions, including rain, dust, snow, ice and sleet. They should also withstand ambient temperatures from +40 to -30 degrees Celsius and relative humidity ranging from 15%-100%. Outdoor products should be able to cope with heavy use in rocky and sandy terrain. A variety of types and diameters of tires should be made available, suitable to the specific environmental needs of each country.
Purpose of 2.9	Refers to the duration of the warranty period and the details of the warranty the manufacturer/supplier should provide within the specified period.
2.9 Warranty	<p>Provided normal heedful use, the supplier should, during the warranty period and without extra expenses, repair parts which break on the products delivered. This comprises all spare parts and labour, except for normal wear and tear of the product.</p> <p>The warranty period should be at least 2 years after delivery of the rollators. The same should apply for spare parts and accessories.</p> <p>The supplier should cover all transport and travel expenses when repairing rollators and a replacement rollator should be provided to the user whilst repairs are being done, at no additional cost to the user.</p> <p>Following a written complaint, the supplier should repair or replace the product within 10 calendar days (length of time may vary depending on transportation systems across various contexts).</p>
Purpose of 2.10	Refers to the duration, in years, the assistive product is expected to last and the required documents describing how this is ensured.
2.10 Lifespan	<p>Given the purpose of use by typical users, the rollators should be designed for a lifetime of at least 5 years. Care should be taken as in low resource and rural areas, 'normal use' may not match the manufacturers definition, due to environmental demands to be placed on the device daily.</p> <p>Documents describing how this is ensured should be provided.</p>
Purpose of 2.11	Lists the scope of information required in packaging and labeling the assistive product. Explains the state of assembly the assistive product should be in when received by the end-user.
2.11 Packaging, labelling, and state of assembly	<p>Each rollator should be delivered in an individual package with a label clearly stating details of the product. All necessary parts should be included in the package.</p> <p>The package should withstand handling during transport.</p> <p>The rollators should be delivered fully assembled or assembled to such an extent that the remaining assembly can be carried out with the use of commonly available screwdrivers or wrenches. If any special tool is required, it should be included with the delivery.</p>
Purpose of 2.12	Refers to additional product requirements, depending on the specific assistive product (e.g. material, corrosion-resistance, adjustability, foldability, etc).

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2.12 Other product requirements	<p>Rollators suitable for adults, as well as children and persons of shorter or taller stature delivered to the local community.</p> <p>In bids, the suppliers should give the following information about the rollator:</p> <ul style="list-style-type: none"> • Folding mode • Corrosion resistance and standardized test results • Permitted cleaning methods
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3. Supply and service requirements

From the information provided below, only those supply and service requirements considered applicable may be used in a procurement bid.

The purpose of this section is to describe key supply and service requirements that are needed in order to ensure that the assistive product is received in due time, operational, being maintained/repaired and refurbished.	
Purpose of 3.1	Lists the scope of information to be requested on how the assistive product will be transported to the place of delivery.
3.1 Transportation	Information on how the rollators will be transported should be provided and who should pay for the transportation.
Purpose of 3.2	Specifies the time between placing an order and receiving delivery of the assistive product (e.g. that it should not exceed 30 calendar days).
3.2 Delivery time	Specify the time between placing an order and receiving delivery of rollators here. (e.g. the time between placing an order of up to 100 rollators and receiving delivery of them should not exceed 30 working days or other specified).
Purpose of 3.3	Refers to the specific details of the various accessories and spare parts available for the assistive product, including pricing and availability.
3.3 Accessories and spare parts	<p>The supplier should offer the following accessories:</p> <ul style="list-style-type: none"> • Seats for all variations of rollators • Baskets for all variations of rollators. <p>All parts that the rollator consists of, and which may be replaced at some stage, should be offered as spare parts and available as close to the end user as possible to reduce travel costs and improve accessibility to end users and their families. The supplier should state which variations of rollators the accessories and spare parts are meant for. When an accessory consists of one part, the same part should not be offered both as an accessory and a spare part, but only as an accessory. When an accessory consists of several parts that can be replaced, all replaceable parts should be offered as spare parts.</p> <p>Spare parts should be made available for a period of at least 5 years after the last order of a rollator. The price of the spare parts should be offered per part and not per set or pair.</p>
Purpose of 3.4	Provides information regarding required maintenance services the supplier will provide, including the timeframe and frequency.

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3.4 Maintenance	<p>Please select the applicable option:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not applicable in this call for tender. <input type="checkbox"/> Information about payment per hour, including definitions of when a job starts and finishes; Travel expenses, from – to, fee per km, rules when several maintenance jobs are done on the same route; Hotel bills; Who should provide the spare parts; In cases the job is done by a sub-supplier, the invoice should be sent by the supplier with the contract. The prices should be according to the contract. (More information may be requested to be provided).
Purpose of 3.5	Provides information regarding required repairment services the supplier will provide, including the timeframe and frequency.
3.5 Repair	<p>Please select the applicable option:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not applicable in this call for tender. <input type="checkbox"/> Information about payment per hour, including definitions of when a job starts and finishes; travel expenses, from – to, fee per km, rules when several repair jobs are done on the same route; hotel bills; who should provide the spare parts; in cases the job is done by a sub-supplier, the invoice should be sent by the supplier with the contract. The prices should be according to the contract. (More information may be requested to be provided.)
Purpose of 3.6	Provides information regarding required refurbishment services the supplier will provide, including the timeframe and frequency.
3.6 Refurbishing	<p>Please select the applicable option:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not applicable in this call for tender. <input type="checkbox"/> Information about payment per hour, including definitions of when a job starts and finishes; Travel expenses, from – to, fee per km, rules when several refurbishing jobs are done on the same route; Hotel bills; In cases the job is done by a sub-supplier, the invoice should be sent by the supplier with the contract. The prices should be according to the contract. (More information may be requested to be provided).
Purpose of 3.7	Specifies if training service providers is required by suppliers, and the key elements included in the training (e.g. selection, assembly, fit, maintenance and repair of the assistive product). Refers to detailed training contents or materials, if available and applicable.
3.7 Training of service providers	<p>Please select the applicable option:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not applicable in this call for tender. <input type="checkbox"/> Information about assembling, fitting and maintaining the rollator should be provided to the appropriate service provider. Assessing, fitting, demonstrating and training in the use of the rollators should be done by the appropriately trained personnel. Basic advice as well as individual assessment and rehabilitation intervention is often necessary, in addition to the assistive device.
Purpose of 3.8	Specifies if training users is required by suppliers, and the key elements included in the training (e.g. training to users should include fit, use, maintenance and cleaning of the assistive product). Refers to detailed training contents or materials, if available and applicable.
3.8 Training of users	<p>Please select the applicable option:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not applicable in this call for tender. <input type="checkbox"/> Basic training should include walking, sitting, standing and going up and down on single step. Training should include checking the entire rollator before every use, checking that the adjustment buttons are fully protruding, after having adjusted the length, and checking that the breaking mechanisms and wheels are secure and not worn.
Purpose of 3.9	Provides information regarding other supply and service requirements.

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3.9 Other supply and service requirements	<p>Please select the applicable option:</p> <ul style="list-style-type: none"><input type="checkbox"/> Not applicable in this call for tender.<input type="checkbox"/> Information about payment per hour, including definitions of when a job starts and finishes; Travel expenses, from – to, fee per km, rules when several maintenance jobs are done on the same route; Hotel bills; Who should provide the spare parts; In cases the job is done by a sub-supplier, the invoice should be sent by the supplier with the contract. The prices should be according to the contract. (More information may be requested to be provided).
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