



ASSISTIVE PRODUCT SPECIFICATION FOR PROCUREMENT

Wheelchair cushions

Objective:

The objective of this specification is to help organizations in procuring good quality wheelchair cushions to provide posture support, pressure relief and improved sitting tolerance.

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	Wheelchair cushions
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	04 33 03 <i>Seat cushions and underlays for tissue integrity</i> Devices for tissue integrity through redistribution of the load on the buttocks 09 07 06 <i>Positioning pillows, positioning cushions and positioning systems</i>
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	Wheelchair cushion to provide postural support, pressure relief and improved sitting tolerance
Purpose of 1.4	Refers to general characteristics of the assistive product that describes its appearance and components.
1.4 General features	<p>Pre-seat bone (ischial) shelf:</p> <ul style="list-style-type: none"> • Rear section of cushion (seat bone or ischial area) lowered compared to front (thigh support area) to prevent pelvis sliding • Contour depth of shelf may vary according to level of postural support function provided • This feature may be pre-shaped and visible in the cushion. Or it may be pre-shaped in the base although the top of the cushion appears flat. <p>Seat bone (ischial) well:</p> <ul style="list-style-type: none"> • Pre-seat bone (ischial) shelf to prevent sliding, with side supports to create a well to off-load pressure under seat bones (ischia) and load proximal femurs to optimise pressure distribution • Contour depth of well may vary according to level of postural support and pressure relief function provided • This feature may be pre-shaped and visible in the cushion. Or it may be pre-shaped in the base although the top of the cushion appears flat. <p>Depending on design and function:</p> <ul style="list-style-type: none"> • Base only with no top layer: Firm base with pre-seat bone (ischial) shelf or well • Base with top layer: Firm base with pre-seat bone (ischial) shelf or well • No dedicated base: Design combined with placement of multiple sections and air volume to create pre-seat bone (ischial) well. Profile height of cushion will vary according to cushion function. <p>Top layer: Profile height of top layer will vary according to cushion function</p>
Purpose of 1.5	Refers to product models that are included in the specific APS.

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1.5 Inclusion	<ul style="list-style-type: none"> • Comfort and low risk pressure relief cushion • Postural support and low risk pressure relief cushion • Medium risk pressure relief cushion • High risk pressure relief cushion
Purpose of 1.6	Refers to product models that are excluded in the specific APS.
1.6 Exclusion	<ul style="list-style-type: none"> • Cushions without contoured base, i.e. flat cushion with no pre-seat bone (ischial) shelf or well; back cushions
Purpose of 1.7	Important, searchable words that relate to the specific assistive product.
1.7 Keywords	Cushion, foam cushion, air cushion, gel cushion, fluid cushion, contoured cushion, moulded cushion, firmness

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 wheelchair cushions.

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 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	Comfort and low risk pressure relief cushion			
1.1	Layered cushion	<p>Sensation Persons with sensation or partial sensation for pressure and touch who use cushion on full time or temporary basis</p> <p>Posture support Persons who need minimal posture support features</p>	<p>Base Firm base (e.g. firm foam, coir or similar material) Low contour pre-seat bone (ischial) shelf/well</p> <p>Top layer Low profile Soft or low firmness foam</p> <p>Size range Should match wheelchairs provided Seat width range in 1"-1.5" (25-40mm) increments or adjustable Different length options or adjustable If cushion adjustable, cushion cover must adjust to fit within adjustment range</p> <p>Cover Conform to contours of cushion</p>	<p>For users with incontinence Water resistant cover or lining to protect cushion</p> <p>For use with wheelchairs with solid seats Flat base</p> <p>For use with wheelchairs with sling seats Base bevelled to match sling seat shape Or supplied with solid seat insert if flat based</p> <p>Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use</p> <p>Spares</p>

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			Washable Cushion washable Removable washable cover	Additional cushion covers as optional purchase
1.2	Contoured base injection moulded foam cushion with posture support features design		Base Firm base, injection moulded Low contour pre-seat bone (ischial) shelf/well Top layer No separate top layer Size range Should match wheelchairs provided Seat width range in 1"-1.5" (25-40mm) increments or adjustable Different length options or adjustable If cushion adjustable, cushion cover must adjust to fit within adjustment range Cover Conform to contours of cushion Washable Cushion washable Removable cover	For users with incontinence Water resistant cover or lining to protect cushion For use with wheelchairs with solid seats Flat base For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use Spares Additional cushion covers as optional purchase
2	Postural support and low risk pressure relief cushion			
2.1	Layered cushion	Sensation Person with sensation or partial sensation for pressure and touch who use cushion on full time or temporary basis Posture support For persons who need posture support features to stabilise the pelvis and thighs Adjustability Customisable/modifiable for: <ul style="list-style-type: none"> height and depth pre-seat bone (ischial) shelf thigh support as well as postural deviations of the pelvis, hips and thighs 	Base Firm base (e.g. firm foam, coir) Medium contour pre-seat bone (ischial) shelf Top layer Low profile Soft foam Size range Should match wheelchairs provided with cushion Seat width range in 1-1.5" (25-40mm) increments options or adjustable Different length options or adjustable If cushion is adjustable cushion cover must adjust to fit within the adjustment range Cover Conform to contours of cushion Washable	For users with incontinence Water resistant cover or lining to protect cushion For use with wheelchairs with solid seats Flat base For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use Spares

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			Cushion washable Removable cover	Additional cushion covers as optional purchase
3	Postural support and medium risk pressure relief cushion			
3.1	Layered cushion	<p>Sensation and posture support needs Persons with no sensation, or partial pressure/touch sensation with good skin condition, little atrophy and good movement ability in the wheelchair</p> <p>Posture support For persons who need posture support features to stabilise the pelvis and thighs</p> <p>Adjustability Customisable/modifiable for:</p> <ul style="list-style-type: none"> ● height and depth pre-seat bone (ischial) shelf ● thigh support ● as well as postural deviations of the pelvis, hips and thighs 	<p>Base Firm base (e.g. firm foam, coir) Medium contour depth of well</p> <p>Top layer Medium to high profile Soft foam</p> <p>Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options or adjustable Different length options or adjustable</p> <p>Washable Cushion washable Removable cover</p> <p>Cover Conform to contours of cushion without impacting on the pressure relief properties</p>	<p>For users with incontinence Water resistant cover or lining to protect cushion</p> <p>For use with wheelchairs with solid seats Flat base</p> <p>For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based</p> <p>Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use</p> <p>Spares Additional cushion covers as optional purchase</p>
3.2	Contoured base injection moulded foam cushion with posture support features	<p>Sensation and posture support needs Persons with no sensation, or partial pressure/touch sensation with good skin condition, little atrophy and good movement ability in the wheelchair</p> <p>Posture support For persons who need posture support features to stabilize the pelvis and thighs</p> <p>Adjustability Limited options to customize/modify for:</p> <ul style="list-style-type: none"> ● height and depth pre-seat bone (ischial) shelf ● thigh support 	<p>Base Firm base, injection moulded Medium contour well Contouring for legs</p> <p>No top layer</p> <p>Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options or adjustable Different length options or adjustable</p> <p>Washable Cushion washable Removable cover</p> <p>Cover Conform to contours of cushion without impacting on the pressure relief properties</p>	<p>For users with incontinence Water resistant cover or lining to protect cushion</p> <p>For use with wheelchairs with solid seats Flat base</p> <p>For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based</p> <p>Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use</p>

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		<ul style="list-style-type: none"> as well as postural deviations of the pelvis, hips and thighs 		Spares Additional cushion covers as optional purchase
3.3	Cushion with contoured base and fluid-filled (gel or air) pad	<p>Sensation and posture support needs Persons with no sensation, or partial pressure/touch sensation with good skin condition, little atrophy and good movement ability in the wheelchair</p> <p>Posture support For persons who need minimal posture support features to stabilize the pelvis and thighs</p> <p>Adjustability Limited options to customize/modify for:</p> <ul style="list-style-type: none"> height and depth pre-seat bone (ischial) shelf thigh support as well as postural deviations of the pelvis, hips and thighs 	<p>Base Firm base (e.g. firm foam, coir, or similar material) Medium contour pre-seat bone (ischial) well</p> <p>Top layer Medium profile Fluid- or air-filled pad located in well area Removable fluid pad</p> <p>Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options or adjustable Different length options or adjustable</p> <p>Cover Conform to contours of cushion without impacting on the pressure relief properties</p> <p>Washable Cushion washable Removable cover</p>	Removable washable cover For use with wheelchairs with solid seats Flat base For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use Spares Additional cushion covers as optional purchase Replacement fluid filled pads Replacement pump (if appropriate) Emergency patch kit
3.4	Contoured base cushion with posture support features		<p>Base Firm base, injection moulded Medium contour pre-seat bone (ischial) well</p> <p>Top layer No separate top layer</p> <p>Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options Different length options</p> <p>Cover Conform to contours of cushion without impacting on the pressure relief properties</p> <p>Washable Cushion washable</p>	Removable washable cover For use with wheelchairs with solid seats Flat base For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use Spares

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			Removable cover	Additional cushion covers as optional purchase
3.5	Contoured air cushion with no base		Design No dedicated base Multiple sections Medium profile Air volume can be manipulated in different sections through removal/adding cells or changing air pressure Design combined with placement of sections and air volume create off-loading of pressures on seat bones (ischia) and create a pre-seat bone (ischial) shelf Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options Different length options Cover Conform to contours of cushion without impacting on the pressure relief properties Washable Cushion washable Removable cover	Removable washable cover For more stability Supply with solid seat insert Supply with user instructions for set up and use where cushion is not ready to use Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use Spares Additional cushion covers as optional purchase According to design if appropriate: Replacement air cells/pads Replacement pump (if appropriate) Emergency patch kit
4	Postural support and high-risk pressure relief cushion			
4.1	Contoured base cushion with posture support features and fluid-filled (gel or air) pad	Sensation and posture support needs Person with no sensation and at high risk of skin breakdown due to their level of functional impairment as well as body function and structure impairments (e.g. degree of atrophy, fragile skin condition) Posture support For persons who need posture support features to stabilise the pelvis and thighs Adjustability Customisable/modifiable for:	Base Firm base (e.g. firm foam, coir, or similar material) Deep contour pre-seat bone (ischial) well Top layer High profile Large volume fluid- or air-filled pad located in shelf/well area Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options Different length options Cover	Removable washable cover For use with wheelchairs with solid seats Flat base For use with wheelchairs with sling seats Base is beveled to match sling seat shape Or supplied with solid seat insert if flat based Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use

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		<ul style="list-style-type: none"> ● height and depth pre-seat bone (ischial) shelf ● thigh support ● as well as postural deviations of the pelvis, hips and thighs 	<p>Conform to contours of cushion without impacting on the pressure relief properties</p> <p>Washable Cushion washable Removable cover</p>	<p>Spares Additional cushion covers as optional purchase Replacement fluid filled pads</p>
4.2	Contoured air cushion with no base	<p>Sensation and posture support needs Person with no sensation and at high risk of skin breakdown due their level of functional impairment as well as body function and structure impairments (e.g. degree of atrophy, fragile skin condition)</p> <p>Posture support For persons who need minimal to mild posture support features to stabilise the pelvis and thighs</p> <p>Adjustability Limited options to customise/modify for:</p> <ul style="list-style-type: none"> ● height and depth pre-seat bone (ischial) shelf ● thigh support ● as well as postural deviations of the pelvis, hips and thighs 	<p>Design No dedicated base Multiple sections High profile</p> <p>Air volume can be manipulated in different sections through removal/adding cells or changing air pressure. Design combined with placement of sections and air volume create off-loading of pressures on seat bones (ischia) and create a pre-seat bone (ischial) shelf</p> <p>Size range Should match wheelchairs provided Seat width range in 1-1.5" (25-40mm) increments options Different length options</p> <p>Cover Conform to contours of cushion without impacting on the pressure relief properties</p> <p>Washable Cushion washable Removable cover</p>	<p>Removable washable cover</p> <p>For more stability Supply with solid seat insert</p> <p>Cushion orientation Front/rear and top/bottom of cushion to be clearly differentiated for correct placement and use</p> <p>Spares Additional cushion covers as optional purchase According to design if appropriate: Replacement air cells/pads</p>
Purpose of 2.2		Brief and clear description of general product performance requirements and overall qualities (e.g. stability, strength, durability, waterproof, etc).		
2.2 General design requirements		The cushion and cover must provide the required level of comfort, postural support and pressure relief for maintenance of tissue integrity. The cushion and cover must be durable, easy to set up, maintain and clean, and be available in a variety of sizes.		
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>The following International Standards Organisation (ISO) standards exist for wheelchair seat cushions. These standards may be used to set performance requirements. National or other regulatory organizations' requirements may include passing resistance to ignition tests.</p> <p>Specific product standards for wheelchair seat cushions:</p> <p>ISO 16840-1:2006 Wheelchair seating -- Part 1: Vocabulary, reference axis convention and measures for body segments, posture and postural support surfaces</p> <p>ISO 16840-2:2018 Wheelchair seating -- Part 2: Determination of physical and mechanical characteristics of seat cushions intended to manage tissue integrity</p> <p>ISO 16840-3:2014 Wheelchair seating -- Part 3: Determination of static, impact and repetitive load strengths for postural support devices</p> <p>ISO 16840-4:2009 Wheelchair seating -- Part 4: Seating systems for use in motor vehicles</p> <p>ISO 16840-6:2015 Wheelchair seating -- Part 6: Simulated use and determination of the changes in properties of seat cushions</p> <p>ISO/TR 16840-9:2015 Wheelchair seating -- Part 9: Clinical interface pressure mapping guidelines for seating</p> <p>ISO 16840-10:2014 Wheelchairs seating -- Part 10: Resistance to ignition of non-integrated seat and back support cushions -- Requirements and test methods</p> <p>ISO/TS 16840-11:2014 Wheelchair seating -- Part 11: Determination of perspiration dissipation characteristics of seat cushions intended to manage tissue integrity</p> <p>ISO/TS 16840-12:2015 Wheelchair seating -- Part 12: Apparatus and method for cushion envelopment testing</p> <p>Some parts of ISO 7176-series may also be applicable</p> <p>All documentation must be in the official language or in English. (Other languages could be specified too.)</p>
Purpose of 2.4	<p>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).</p>

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2.4 Certificate of conformity	<p>Where national requirements for product certificate of conformity exist, the cushion shall conform with applicable national or international regulations and standards (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 must provide a certificate that the product comply with the requirements in this call for tender and is safe and effective for use by the typical user.</p> <p>The certificate must 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 must be signed by an authorized person at the supplier.</p> <p>The certificate of conformity must be supplied in the official language or in 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	Information about the overall width, height, length and weight of the wheelchair cushion must be provided, including the configuration (size) that cushion was weighed in.
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 or adjust the wheelchair cushion must be provided. Information on maximum user weight, conditions for use and materials used.</p> <p>Instructions on how to service and repair (any or selected parts) the wheelchair cushion must be provided. It is intended for the service personnel.</p> <p>The technical information must be provided in English and available in a document format that allows for local language translation.</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 with instructions for use of wheelchair cushions not ready to use must be provided by the supplier. It must provide instructions on how to safely and effectively use the product, and how to maintain and clean it. It is intended for the service personnel and user and/or care-giver.</p> <p>The user manual may be provided in print or electronic format.</p> <p>The user manual must be provided in English and available in a document format that allows for local language translation.</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.
2.8 Environment of use	The intended environment for which the manual wheelchair is designed should be noted. The cushion should withstand the environment in which it is designed to be used in given normal usage and maintenance.
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.

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2.9 Warranty	<p>The supplier should state the period of warranty and conditions of use. Provided normal heedful use, the supplier must, during the warranty period and without extra expenses replace/repair any faults or defects of components/cushion.</p> <p>The service/user should follow the supplier's fault reporting system and feedback requirements where applicable.</p> <p>The supplier should replace/repair the product at no cost to the end user/service unless otherwise stated in the warranty.</p> <p>Following a fault confirmation, the supplier must repair or replace the product within the warranty agreement.</p>
Purpose of 2.10	Refers to the expected duration, in years, of the assistive product. Documents describing how this is ensured must be provided.
2.10 Lifespan	The wheelchair cushion expected lifespan must be stated by the supplier, given intended usage and maintenance.
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 wheelchair cushion must be delivered with a label clearly stating details of the product. All necessary parts must be included in the package.</p> <p>If any special tool is required, for set-up, adjustment or maintenance, it must 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.
2.12 Other product requirements	<p>In the tender, the supplier must provide the following information about the wheelchair cushion:</p> <ul style="list-style-type: none"> • Dimensions as requested under the specific characteristics and standard configurations of the product variations • Specifications as requested under the specific characteristics and standard configurations of the product variations • Standard features • Limits of use

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/repared 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 wheelchair cushion will be transported and responsibility for freight and delivery costs must be provided.
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).

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3.2 Delivery time	Required delivery time should be 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 must offer the following accessories and spares:</p> <ul style="list-style-type: none"> • All parts that the wheelchair cushion consists of, and which may be replaced at some stage, must be offered as spare parts. • The supplier must state which variations of wheelchair cushion the accessories and spare parts are meant for. • When an accessory consists of one part, the same part must 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 must be offered as spare parts. <p>Spare parts must be made available for a period of at least the recommended lifespan after the last order of a wheelchair cushion.</p>
Purpose of 3.4	Provides information regarding required maintenance services the supplier will provide, including the timeframe and frequency.
3.4 Maintenance	Responsibility and associated costs for maintenance should be stated.
Purpose of 3.5	Provides information regarding required repairment services the supplier will provide, including the timeframe and frequency.
3.5 Repair	Service providers should have the knowledge to provide adequate services and repairs. Examples of services needed: assessments of user's need for a wheelchair cushion; adaptation of the wheelchair cushion to the user needs; repairs and servicing of the wheelchair cushion.
Purpose of 3.6	Provides information regarding required refurbishment services the supplier will provide, including the timeframe and frequency.
3.6 Refurbishing	Not applicable in this call for tender.
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	Availability of training should be requested.
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	As a minimum the Wheelchair User Training module of the WHO Wheelchair Service Training Packages (WSTP) for basic and intermediate level users and/or any other appropriate wheelchair skills training package. The training should be executed by trained wheelchair service personnel. Training in the use of the wheelchair cushion should be documented.
Purpose of 3.9	Provides information regarding other supply and service requirements.
3.9 Other supply and service requirements	As per the tender contract specifications.