



# ASSISTIVE PRODUCT SPECIFICATION FOR PROCUREMENT

## Washable Absorbent Products

### Objective:

The objective of this specification is to help organizations in procuring good quality washable absorbent products that are durable and which assist the individuals with moderate or heavy incontinence

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	Washable absorbent incontinence products
Purpose of 1.2	As per ISO 9999 classification and terminology document (refer <a href="https://www.iso.org/standard/60547.html">https://www.iso.org/standard/60547.html</a> ).
1.2 ISO 9999 code	<p>* a washable pad is not classified in ISO 9999, however the following codes could be considered:</p> <p>09 30 15 <i>Washable incontinence products for children</i> Single-piece garments that can be washed and reused, similar in outward appearance to boy's briefs or girl's panties, that have padding or other material to absorb moisture, e.g. from urine</p> <p>09 30 36 <i>Washable incontinence pants for adults</i> Single-piece garments that can be washed and reused, similar in outward appearance to men's briefs or women's panties, that have padding or other material to absorb moisture, such as urine</p>
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	Absorbent incontinence products designed to absorb urine and/or (with a liner) contain faeces. Their purpose is to protect the user's clothes and environment thereby preserving the dignity, comfort and quality of life of the user and (if applicable) their caregiver(s) and promoting social inclusion.
Purpose of 1.4	Refers to general characteristics of the assistive product that describes its appearance and components.
1.4 General features	<p>A <b>washable absorbent unbacked fabric pad (square or shaped)</b> which is folded for use and opened out flat for washing and drying. It is typically made from toweling which is usually cotton, but can be made from any absorbent fabric e.g. based on bamboo, rayon or polyester fibres.</p> <p>Worn with a separate <b>waterproof component</b> (usually a plastic pant (underwear) but can be a plastic sheet folded to fit and secured by tying) to prevent urine/faeces leaking onto clothing and bedding.</p> <p>A <b>fixation device</b> which can be a safety pin or clip. The waterproof component can provide additional security.</p>
Purpose of 1.5	Refers to product models that are included in the specific APS.
1.5 Inclusion	Washable absorbent products (pads and pants (underwear)) to be used by a single person (i.e. not used by others) with urinary and/or faecal incontinence, typically a 2-piece system consisting of a washable absorbent unbacked fabric pad and a separate waterproof component.
Purpose of 1.6	Refers to product models that are excluded in the specific APS.

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1.6 Exclusion	Single use, disposable absorbent products. Products which capture urine in or transfer it to a bag or other receptacle (e.g. urinary catheter or sheath drainage system). Incontinence-related products that neither absorb and/or contain urine and/or faeces, nor help secure products that do e.g. urine-detecting sensors.
Purpose of 1.7	Important, searchable words that relate to the specific assistive product.
1.7 Keywords	Absorbent products, washable, incontinence

## 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 washable absorbent products.

### 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	Washable absorbent pad	Adult or child with moderate to heavy loss of urine and/or faeces.  Independent user (able to change product without help from care giver) or dependent user (with care giver).	Unbacked fabric pad (square or shaped) for urine and faeces, held in place with a fixation device (the pad and fixation device <u>together</u> constituting 1st part of 2-piece system).  Worn with a washable waterproof product (e.g. pants (underwear) or folded waterproof sheet constituting the 2 <sup>nd</sup> part of a 2-piece system).	<b>A range of pad sizes:</b> XXS, XS, S, M, L, XL, XXL <b>Material</b> Toweling, which is usually cotton, but can be made from any absorbent fabric (e.g. based on bamboo, rayon or polyester fibres). <b>Absorption capacity of pad</b> Moderate to heavy absorption capacity. <b>Washing</b> Hand washing or machine washing with soap or laundry detergent - minimum of 200 times at 60 degrees centigrade without bleaching agents or fabric conditioner. <b>Drying</b> Line drying or tumble drying at a low temperature.
<b>To be used in conjunction with either:</b>				
2.1	Washable waterproof pant (underwear)	Use in conjunction with washable absorbent pad (1.1)	With elasticated waistband and leg openings (2nd part of 2 piece system).	<b>A range of pant sizes:</b> XXS, XS, S, M, L, XL, XXL. Large enough to cover all areas of the pad. <b>Material</b> PVC or breathable waterproof material able to withstand multiple washes. Latex and natural rubber free.

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				<p><b>Washing</b> Hand washing or machine-washing multiple times at a low temperature with soap or laundry detergent without bleaching agents or fabric conditioner.</p> <p><b>Drying</b> Excess water removed with a cloth. Line drying away from direct heat sources, or tumble drying at a low temperature. No ironing.</p>
2.2	Washable waterproof sheet	Use in conjunction with washable absorbent pad (1.1)	Tied around the pad for close fit, also act as a fixation mechanism.	<p><b>A range of Sizes</b> XXS, XS, S, M, L, XL, XXL (large enough to cover all areas of the pad).</p> <p><b>Material</b> PVC or breathable waterproof material able to withstand multiple washes. Latex and natural rubber free.</p> <p><b>Washing</b> Hand washing or machine-washing multiple times at a low temperature with soap or laundry detergent without bleaching agents or fabric conditioner.</p> <p><b>Drying</b> Excess water removed with a cloth. Line drying away from direct heat sources, or tumble drying at a low temperature. No ironing.</p>
3.1	Optional additional pad	Use in conjunction with (insert inside) washable absorbent pad (1.1).	Optional use of additional washable absorbent insert pads to enhance absorbency.	<p><b>Material</b> Toweling, which is usually cotton, but can be made from any absorbent fabric (e.g. based on bamboo, rayon or polyester fibres).</p> <p><b>Washing</b> Hand washing or machine washing with soap or laundry detergent - minimum of 200 times at 60 degrees without bleaching agents or fabric conditioner.</p> <p><b>Drying</b> Line drying or tumble drying at a low temperature.</p>
3.2	Optional disposable liner	Use in conjunction with (insert inside) washable absorbent pad (1.1) and worn between the body and the washable absorbent pad (1.1)	Optional use of disposable liner for containment of faeces.	<p>Provided in multi-product dispenser or torn from a roll. Biodegradable and flushable</p>

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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	Zero or minimal leakage when used as intended. Made from non-irritant materials.
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	There are no essential standards for these products. Absorbent incontinence products are classified as medical devices. Most available standards are generic to medical devices and /or relate to manufacturing and evaluation. These have been categorized as NON-ESSENTIAL.  NON-ESSENTIAL STANDARD: <i>ISO 15621:2017 Absorbent incontinence aids for urine and/or faeces – General guidelines on evaluation</i>
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).
2.4 Certificate of conformity	As there are no essential standards a certificate of conformity may not be required. However, where standards have been applied, a certificate that the product conforms with that standard should be provided; for example, a declaration of conformity with the medical device directive or the medical device regulation of the European Union.  If a certificate of conformity is being provided it should specify the product, all applied standards and the name and contact information of the supplier. The certificate of conformity is a legal document and should be signed by an authorized person at the supplier.  The certificate of conformity should be supplied in the official language or in English. (Other languages could be specified too.)
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	Minimum 3 sizes e.g. small, medium and large sizes (XXS, XS, XL and XXL optional).
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)	Web-based and/or paper-based information about selecting (including optional products) from their range and use of independent selection information/tool should be provided to a trained health or social care professional or another delegated person who has received training following an assessment of an individual's needs.
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.

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2.7 Instructions for use	<p>A user manual with instructions should be provided by the supplier to cover:</p> <ul style="list-style-type: none"> <li>• Selection of correct size of product and combination of (optional) products</li> <li>• Folding guidelines for square pads in a range of configurations to suit different body shapes</li> <li>• Fitting fabric squares, plastic sheets and optional additional pad</li> <li>• Washing and drying</li> <li>• Storage</li> </ul> <p>The user manual may be provided in print (e.g. on bag) or electronic format. The user manual should be provided in the official language(s), and if applicable, in English (other languages could also be specified). The user manual should include pictures to illustrate folding and fitting techniques.</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	Washable absorbent products should function properly under room temperature and humidity condition.
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	There are no applicable warranty for washable, absorbent products. However, the supplier should cover all transport expenses when replacing faulty batches. Following a written complaint, the supplier should investigate and see to the reasonable replacement of the products as soon as possible.
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	<p>If fulfilled the condition of storage stated in 2.11 Packaging, labeling, and state of assembly, the products should function fully up to 3 years after the production date. Washable incontinence products should be washed and dried in between uses to reduce the risk of discoloration, malodor and deterioration and to prolong their functional lifespan.</p> <p>Minimum lifespan of 200 uses for the fabric component and multiple uses for the waterproof component.</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, labeling, and state of assembly	<p>Products shall be packed, transported and stored in such a way that their function is not compromised. Washable absorbent products should be protected from extremes of temperature, from weather and humidity and from bright light during transport and storage.</p> <p>A minimum number of 3 square or shaped pads and 3 additional insert pads required per person should be included with the delivery to accommodate laundry turnaround. A minimum number of 3 waterproof products required per person should be included with the delivery to accommodate laundry turnaround.</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	Not applicable in this call for tender.
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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/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 washable absorbent product will be transported and who should pay for the transportation should 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).
3.2 Delivery time	<p>Delivery time can vary according to the order size, inventory of the supplier and manufacturing lead time. For international delivery it can be affected by shipment method and the customs clearance procedures. The delivery time should be agreed by the supplier and customer.</p> <p>In general, after the confirmation of order(s) and payment arrangement(s), the delivery for domestic order(s) should not exceed 30 working days and the delivery for international order(s) should not to exceed 60 working days.</p>
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>Required components which <u>should</u> be provided:</p> <ol style="list-style-type: none"> <li>1. Fixation device using in conjunction with washable unbacked pads for urine and faeces (e.g. clip which is reusable and can be cleaned, and is capable of penetrating several layers of toweling and anchoring them together)</li> <li>2. Waterproof pant (underwear) or sheet</li> </ol> <p>Optional components which <u>may</u> be provided:</p> <ol style="list-style-type: none"> <li>1. Additional washable, unbacked, absorbent, fabric insert pads which can be folded and strategically placed inside washable unbacked pads for urine and faeces to increase absorption capacity as required (e.g. over the hips for men at night), or to facilitate changing (e.g. change of insert pad without having to change the whole product)</li> <li>2. Liner for containment of faeces</li> </ol>
Purpose of 3.4	Provides information regarding required maintenance services the supplier will provide, including the timeframe and frequency.
3.4 Maintenance	Not applicable in this call for tender.
Purpose of 3.5	Provides information regarding required repairment services the supplier will provide, including the timeframe and frequency.
3.5 Repair	Not applicable in this call for tender.
Purpose of 3.6	Provides information regarding required refurbishment services the supplier will provide, including the timeframe and frequency.

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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	<p>Information should be provided to carers and care-providers on the following aspects:</p> <ul style="list-style-type: none"> <li>• Select the most appropriate size of pad for an individual</li> <li>• Select the most appropriate type and size of waterproof product</li> <li>• Fit the pad using an appropriate fixation device and using additional insert pads as required</li> <li>• Fit the waterproof product for optimum containment</li> <li>• Wash and dry each component (pads, waterproof product and fixation device)</li> <li>• Maintain or restore continence or manage incontinence</li> </ul>
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>Information should be provided to users on the following aspects:</p> <ul style="list-style-type: none"> <li>• Select the most appropriate size of pad for an individual</li> <li>• Select the most appropriate type and size of waterproof product</li> <li>• Fit the pad using an appropriate fixation device and using additional insert pads as required</li> <li>• Fit the waterproof product for optimum containment</li> <li>• Wash and dry each component (pads, waterproof product and fixation device)</li> <li>• Maintain or restore continence or manage incontinence</li> </ul>
Purpose of 3.9	Provides information regarding other supply and service requirements.
3.9 Other supply and service requirements	Not applicable in this call for tender.