



# ASSISTIVE PRODUCT SPECIFICATION FOR PROCUREMENT

## Audio Players with DAISY Capability

### Objective:

The objective of this specification is to help organizations in procuring good quality audio players with DAISY capability that are durable and which assist individuals to communicate.

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	Audio Players with DAISY Capability
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	22 18 03 Sound recording and playing devices Devices for recording and playback of sounds
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	<p>Assistive products that record, play and display audio and visual information. Daisy is an acronym standing for 'Digital Accessible Information System'. These digital reading systems can play/show audio, text and pictures and make them accessible to individuals with visual difficulties that affect their ability to read printed material. Daisy material can be played on a stand-alone Daisy player, or by using Daisy software on a computer (however this document is only related to stand alone hardware daisy player. For more details contact Daisy Consortium, <a href="http://www.daisy.org">www.daisy.org</a>).</p> <p>Its purpose of use is to meet the needs of persons with varying types and degrees of ability, specifically to manage practical problems for persons who are blind or have very low vision.</p>
Purpose of 1.4	Refers to general characteristics of the assistive product that describes its appearance and components.
1.4 General features	<ol style="list-style-type: none"> <li>1. Voice recording facility</li> <li>2. Variable speed playback</li> <li>3. Connectivity to online libraries via Wi-Fi or sim card or LAN cable</li> <li>4. In-built text to speech</li> <li>5. Support for reading audio books and digital text documents</li> <li>6. Easy text navigation facility while reading DAISY Books</li> <li>7. Support for listening through headphones</li> <li>8. Resume playback from last position in the book for at least last 10 read books</li> <li>9. Facilities for placing bookmarks, for resume playback from last position, and sleep timer</li> </ol>
Purpose of 1.5	Refers to product models that are included in the specific APS.
1.5 Inclusion	<ul style="list-style-type: none"> <li>• Table model stand-alone DAISY players with simple or numeric keyboards, with or without internet connection</li> <li>• Pocket sized stand-alone DAISY players with simple or numeric keyboards, with or without internet connection</li> </ul>
Purpose of 1.6	Refers to product models that are excluded in the specific APS.

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1.6 Exclusion	<ul style="list-style-type: none"> <li>DAISY software (on a computer)</li> </ul>
Purpose of 1.7	Important, searchable words that relate to the specific assistive product.
1.7 Keywords	Voice recorder, daisy book reader, E-pub player, accessible book reader, daisy player, audio device, assistive product, assistive device, blindness, low vision, visually impaired.

## 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 audio players with DAISY capability.

### 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	DAISY player: table model with simple keyboard	<p>Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player is used mostly at home where it is placed on a fixed place. In order not to disturb cohabitants a headphone set must be used.</p> <p>The users must be able to operate the assistive products themselves</p>	Audio player with integrated CD/DVD player.	<p>Without numeric keyboard.</p> <p>Rechargeable battery with 8 hours battery backup.</p> <p><b>Support for audio formats: AAC, AMR-WB+, FLAC, MP3, Ogg Vorbis, Speex, WAV –</b></p> <p>Power jack</p> <p>Headphone jack: 3.5 mm</p> <p>Firmware upgrade via SD/USB/WIFI/CD/DVD</p> <p>Variable speed playback -slow down speed up to 75% or lower and speed increase up to 200% or higher</p> <p>In Built Speakers.</p> <p>Minimum 35 hours voice recording facility.</p> <p>Connectivity to online libraries via Wi-Fi or sim card or LAN cable</p> <p>Compatibility with DAISY Online protocol and API for searching and downloading from online libraries</p>

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				<p>In-Built Text to speech facility to enable speech output of text documents and menu</p> <p>Support digital documents in following formats:</p> <ul style="list-style-type: none"> <li>• DAISY 2.02 TOC only audio books</li> <li>• DAISY 3.0 and E-Pub text only books</li> <li>• DAISY 2.02 and DAISY 3.0 full text full audio synchronised books</li> <li>• doc, htm and .txt files</li> </ul> <p>Facility to read content from external memory such as memory card, USB memory stick, CD, or DVD.</p> <p>Unique ID/ serial number/ bash number to be printed on each device.</p> <p>Facility to transfer data through USB.</p>
2	DAISY player with possibility to internet connection. Table model and simple keyboard	<p>Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player is used mostly at home where it is placed on a fixed place. In order not to disturb cohabitants a headphone set must be used.</p> <p>The users must be able to operate the assistive products themselves</p>	Audio player with integrated CD/DVD player. Possibility for internet connection for downloading/streaming of audiobooks.	Same as above, without numeric keyboard.
3	DAISY player with possibility to internet connection. Table model with numeric keyboard	Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player is used mostly at home where it is placed on a fixed place. In order not to disturb cohabitants	Audio player with integrated CD/DVD player. Wireless internet connection for downloading/streaming of audiobooks. No OCR-function. Possibility to save information.	Same as above, with numeric keyboard.

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		<p>a headphone set must be used.</p> <p>The users must be able to operate the assistive products themselves</p>		
4	DAISY player: pocket sized with simple keyboard	<p>Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player may be taken outdoor and be used where the person is during a day. In order not to disturb cohabitants a headphone set must be used.</p> <p>The users must be able to operate the assistive products themselves.</p>	Audio player for mobile use. The player does not have OCR-function or possibility for internet connection. Possibility to save information.	Same as above, without numeric keyboard and facility to read content from DVD.
5	DAISY player with possibility to internet connection. Pocket size and simple keyboard.	<p>Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player may be taken outdoor and be used where the person is during a day. In order not to disturb cohabitants a headphone set must be used.</p> <p>The users must be able to operate the assistive products themselves.</p>	Audio player for mobile use. The player does not have OCR-function. Possibility for internet connection for downloading/streaming of audiobooks. Possibility to save information.	Same as above, without numeric keyboard and facility to read content from DVD.
6	DAISY player with internet connection. Pocket size and numeric keyboard	<p>Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player may be taken outdoor and be used where the person is during a day. In order not to disturb cohabitants a headphone set must be used.</p>	Audio player for mobile use. The player does not have OCR-function. Possibility for internet connection for downloading/streaming of audiobooks. Possibility to save information.	Same as above, with numeric keyboard and without facility to read content from DVD.

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		The users must be able to operate the assistive products themselves.		
7	DAISY player with internet connection. Pocket size and numeric keyboard and OCR-function	<p>Persons who cannot read ordinary books and need a DAISY player in order to listen to audiobooks. The player may be taken outdoor and be used where the person is during a day. In order not to disturb cohabitants a headphone set must be used. In some situations, the person needs to get the text read by means of scanning the text with the DAISY player.</p> <p>The users must be able to operate the assistive products themselves.</p>	Audio player for mobile use. The player has OCR-function for scanning and text reading in English or another language. Possibility for internet connection for downloading/streaming of audiobooks. Possibility to save information.	Same as above, with numeric keyboard and without facility to read content from DVD.
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		<p>Easy to operate, parts being replaceable, strong/durable. Audio player with Daisy capability must be suitable for adults as well as children.</p> <p>Users of Daisy players can navigate through the recording/book by sections, sub-sections, chapter or pages. Bookmarks can be inserted at any point, and there is a 'resume' option which continues playback from the point the reader last reached, (rather than going back to the beginning which is what happens with conventional CDs). Note that some CD players can play the audio content of a Daisy disc but that they will not give any of the navigation, bookmarking or other advanced features.</p> <p>Requirements for cleaning: All products must withstand ordinary cleaning with a wet cloth.</p>		
Purpose of 2.3		Details of existing or in-progress national or international standards should be provided here, whether freely or commercially available.		

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2.3 Standards	<p>Requirements: The products should be tested and fulfill the requirements of IEC 60601 (several parts may be applicable), or equivalent.</p> <p>Documentation: A sum up of the results from the test laboratories that states the fulfillment of the requirements. The sum up must be dated and signed. The sum up should be delivered together with the offer. The report should be dated and signed. The test laboratories should be accredited for the methods of the appropriate standard(s) at the time of the testing.</p> <p>All documentation should be provided in the official language(s) or in English (other language requirements could be specified too).</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).
2.4 Certificate of conformity	<p>A certificate that the product conforms with applicable national or international regulations and standards must be provided (for example, a declaration of conformity with the medical device directive or the medical device regulation of the European Union). The certificate of conformity must include Audio players with DAISY capability, the main product, accessories and spare parts.</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 complies 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	<p>Information about dimensions (width, length, and height) of the DAISY player must be specified. Weight including battery should be mentioned in the document. Suggested dimension and weight for DAISY player mentioned in 2.1 product variations 4, 5, 6 and 7 is:</p> <ul style="list-style-type: none"> <li>• width from 5cm to 6.5 cm</li> <li>• depth - 10cm to 13 cm</li> <li>• height - 1.5cm to 2.5 cm</li> <li>• weight 100gm to 200gm</li> </ul>
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)	Information on how to provide the Audio Players with DAISY capability should be provided. The technical information should be provided in the official language of the country being supplied and in English (other languages can also be specified).
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 for use of the audio player with DAISY capability 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 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 the official language(s), and if applicable, in English (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.
2.8 Environment of use	The audio players must be capable to manage rain, snow, ice, sleet; The audio players must be capable to relative humidity from 15 - 90%.
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 shall during the warranty period and without extra expenses repair broken down parts on the products delivered. This comprises all spare parts and labour, except for normal wear and tear of the product. Written complaints should be sent to the supplier immediately after the default(s) have been discovered.</p> <p>Normal warranty period is 2 years after delivery of the audio player. The same should apply for spare parts and accessories. The supplier should cover the all transport- and travel expenses when repairing the audio player.</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	At least 5 years under normal use.
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>Packaging with the material safe for shipping and transport including the following descriptions</p> <ul style="list-style-type: none"> <li>• Name of the manufacturer</li> <li>• Model Number</li> </ul>
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	A service contract with the supplier is recommended. The services may include the following: training of the user in the use of the audio player, installation, repairs (payment per hour), refurbishment (payment per hour).

### 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.
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3.1 Transportation	To be delivered on specified location.
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	Within 60 days of placing of the confirmed order.
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>All types of audio players listed above should be delivered with headphones.</p> <p>The supplier must offer accessories which are relevant for the use/function of the assistive product and that can be provided to users, including:</p> <ul style="list-style-type: none"> <li>• Data and charging cable.</li> <li>• Connector for charging via mains electricity outlet</li> <li>• Headphones and OTG cable if memory stick connectivity is supported</li> <li>• Carrying case</li> </ul> <p>All parts that the audio player consists of and which may be replaced at some stage, must be offered as spare parts. For accessories and spare parts, the supplier must state which product/products 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>
Purpose of 3.4	Provides information regarding required maintenance services the supplier will provide, including the timeframe and frequency.
3.4 Maintenance	Information about free software updates could be provided if applicable.
Purpose of 3.5	Provides information regarding required repairment services the supplier will provide, including the timeframe and frequency.
3.5 Repair	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	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 3.7	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.

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3.7 Training of service providers	Information about assembling, fitting and maintaining the audio players should be provided to the appropriate service provider. Basic training in the use of the audio player should be given to the user by professionals. Training in the use of the audio player should be documented.
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	Not applicable in this call for tender.
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.