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Contract

Discharge Support Services with Digital Task Management

WM5G LIMITED

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-008812

Procurement identifier (OCID): ocids-h6vhtk-05d7e1 ([view related notices](#))

Published 2 February 2026, 10:28am

Scope

Reference

ITT1837

Description

Provision of on-the-day discharge support for patients leaving hospital, coordinated through a digital booking and task allocation platform. The service must enable rapid deployment of personnel (staff and/or volunteers) to deliver practical discharge support in community and home settings.

- Expedite safe and timely patient discharge.
- Provide flexible, same-day support using a digital management platform.
- Ensure consistent nationwide coverage with local delivery.
- Guarantee rapid completion of assigned tasks.

Digital Booking & Task Management Platform

- Platform available to WM5G discharge co-ordinators for real-time booking.
- Ability to upload, assign, and track multiple tasks per patient.
- Visibility of task status, personnel availability, and completion updates.
- Secure data handling in line with NHS IG requirements.

Workforce Model

- Access to a range of personnel, including staff and/or volunteers.
- Capability to allocate tasks to appropriate individuals based on geography and skill set alignment.
- Ability to scale resources according to demand.
- Mandatory: Tasks must be allocated within 2 hours from time of upload and completed within 4 hours.
- Supplier must demonstrate systems and capacity to meet this SLA.

Geographic Coverage

- Mandatory: Nationwide coverage.
- Delivery must take place at a local level, with appropriate deployment networks

Core Task Types

Suppliers must include, as a minimum:

- Home setup for discharge (e.g., basic safety/preparation).
- Patient transport
- Equipment setup or placement in the home.
- Shopping or collection of essential items.
- General practical discharge support (e.g., welfare check, light duties).

- Weekly wellbeing checks

Service Standards

- 2-hour guarantee assignment of task, 4 hour completion.
- Real-time task status updates via the platform.
- Robust escalation and contingency arrangements.
- Staff/volunteers trained to relevant standards.
- Safeguarding, health and safety, and DBS compliance.
- Staff insured to undertake relevant tasks

Contract 1

Supplier

- CAREFORME LIMITED

Contract value

- £114,000 including VAT

Below the relevant threshold

Date signed

19 January 2026

Contract dates

- 19 January 2026 to 12 May 2026
- 3 months, 25 days

Main procurement category

Services

CPV classifications

- 72220000 - Systems and technical consultancy services

Contract locations

- UKG - West Midlands (England)

Procedure

Procedure type

Below threshold - open competition

Supplier

CAREFORME LIMITED

- Companies House: 13799333
- Public Procurement Organisation Number: PCTM-2782-XPCZ

Health Foundry

London

SE1 7LL

United Kingdom

Email: lily@careforme.io

Website: <http://careforme.io>

Region: UKI45 - Lambeth

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

WM5G LIMITED

- Companies House: 11848619
- Public Procurement Organisation Number: PDGP-7297-JQNW

16 Summer Lane

Birmingham

B19 3SD

United Kingdom

Email: commercial@wm5g.org.uk

Website: <http://www.wm5g.org.uk>

Region: UKG31 - Birmingham

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)