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Tender

Payment Provider for GOV.UK Pay

Government Digital Service

F02: Contract notice

Notice identifier: 2025/S 000-006015

Procurement identifier (OCID): ocds-h6vhtk-049bfc

Published 19 February 2025, 6:27pm

Section I: Contracting authority

I.1) Name and addresses

Government Digital Service

10 Whitechapel High Street

London

E1 8QS

Contact

Commercial Team

Email

gds-digital-buyer@digital.cabinet-office.gov.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.contractsfinder.service.gov.uk/Notice/182de6c9-d246-421a-8204-5d50922b30de>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.contractsfinder.service.gov.uk/Notice/182de6c9-d246-421a-8204-5d50922b30de>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Payment Provider for GOV.UK Pay

Reference number

WP2236

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Government Digital Service (GDS), currently part of Cabinet Office is seeking a payment service provider to underpin the GOV.UK Pay platform, specifically for processing credit and debit card payments and pay by bank (open banking) payments made by end users to services operated by local government, police, the armed forces and some other public sector organisations. GDS is therefore undertaking this procurement as a central purchasing body using the negotiated procedure in accordance with regulation 37 of the Public Contracts Regulations 2015 (as amended).

II.1.5) Estimated total value

Value excluding VAT: £49,212,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Background Information

GOV.UK Pay ('Pay') is a digital payments platform, developed and run by GDS. Pay is a payments product, providing a quick and easy way for the public to make payments for services online and via telephone.

Pay currently supports central government, local authority, police forces and NHS teams to take payments for their services digitally. It automates financial processes and reduces the administration burden on teams, saving time and money that can be reinvested in important public services.

The platform has processed over 94 million transactions since September 2016, with a total value of £6 billion GBP. Services using GOV.UK Pay include HM Passport Office's Apply for a passport.

Pay is a common tool that is built once and used many times by more than 1,000 different public sector services, saving the public sector time, money and reducing duplication of effort. It also offers a consistent, trusted and accessible user experience making it quick and easy for citizens to pay for public sector services. Pay has achieved significant realised benefits, saving public sector money.

Whilst the current contract handles only 17% of payments currently going through GOV.UK Pay it is used by more than 70% of all our services currently taking a payment and is the only option available which enables teams to start taking payments within one working day.

Opportunity Details

The Contracting Authority, Cabinet Office, intends to partner with a successful supplier chosen by means of a Competitive Negotiated Procedure. The services are described in Attachment 3, Statement of Requirements.

The contract will be for an initial 36 month period from early July 2025 - July 2028, with 2 x 12 month extension options.

The Contract values represent an estimated maximum value with no commitment to spend and no guarantee of any volumes of usage under the contract.

The Contract will be between the successful Supplier and the Contracting Authority.

The Contract is being offered under HMG's 'The Mid-Tier Contract' as adapted for this procurement and attached as part of the Bid Pack, which will govern any resultant

Contract.

The Contracting Authority is managing this Procurement in accordance with the Public Contracts Regulations 2015.

The Contracting Authority is seeking proposals for a partner supplier. The full specification is in Attachment 3 (Statement of Requirements).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Contract required to start in July 2025 with a 12 month onboarding period and view to commence service provision in 2026.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

2 x 12 months extension options

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

See Contracts Finder for full details;

<https://www.contractsfinder.service.gov.uk/Notice/182de6c9-d246-421a-8204-5d50922b30de>

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029896](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

19 March 2025

Local time

11:59pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

2 April 2025

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Government Digital Service

London

Country

United Kingdom