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Planning

## Payment Exception Service

Department for Work and Pensions

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010576

Procurement identifier (OCID): ocds-h6vhtk-04f71a ([view related notices](#))

Published 21 March 2025, 10:00am

## Scope

## Reference

PA23 PES

## Description

Payment Exception Service is a cash-out over the counter service required to fulfil the Secretary of State obligation to pay benefit and pensions payments on time, on the due date, to the correct customer.

The service supports unbanked customers to receive payment of entitlement through an alternate method of payment.

The new service will include Lots 1) Cash Disbursement Service 2) Supporting Financial Inclusion

### **Total value (estimated)**

- £25,000,000 excluding VAT
- £30,000,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 26 January 2026 to 25 January 2031
- Possible extension to 7 December 2033
- 7 years, 10 months, 13 days

Description of possible extension:

Allow the safe transition across to a replacement service and provides payment continuity to customers.

### **Main procurement category**

Services

### **CPV classifications**

- 66000000 - Financial and insurance services

### **Contract locations**

- UK - United Kingdom
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## **Lot 1. Cash Disbursement Service**

### **Description**

Service to be accessible nationwide to deliver a cash out disbursement

### **Lot value (estimated)**

- £20,000,000 excluding VAT
- £24,000,000 including VAT

### **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Lot 2. Supporting Financial Inclusion**

### **Description**

Support customers to move across to standard banking products

### **Lot value (estimated)**

- £5,000,000 excluding VAT

- £6,000,000 including VAT

## **Same for all lots**

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

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## **Submission**

### **Publication date of tender notice (estimated)**

10 July 2025

### **Enquiry deadline**

7 August 2025, 11:59pm

### **Submission type**

Tenders

### **Tender submission deadline**

21 August 2025, 11:59pm

### **Tenders may be submitted electronically**

Yes

## Languages that may be used for submission

English

## Award decision date (estimated)

26 January 2026

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## Award criteria

### Lot 1. Cash Disbursement Service

Name	Type
Quality	Quality

### Weighting description

Tender will be awarded based on technical ability, innovation, quality, price, social value

### Lot 2. Supporting Financial Inclusion

Name	Type
Quality	Quality
Price	Price
Social Value	Quality

### Weighting description

Tender will be awarded based on technical ability, innovation, quality, price, social value

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## Procedure

## Procedure type

Competitive flexible procedure

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## Contracting authority

### Department for Work and Pensions

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Peel Park Control Centre, Brunel Way

Blackpool

FY4 5ES

United Kingdom

Contact name: Louise Rice

Email: [Louise.rice@dwp.gov.uk](mailto:Louise.rice@dwp.gov.uk)

Website: <http://www.gov.uk>

Region: UKD42 - Blackpool

Organisation type: Public authority - central government