

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037361-2023>

Planning

## **Payment Exception Service**

Department for Work and Pensions

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-037361

Procurement identifier (OCID): ocids-h6vhtk-04270e

Published 19 December 2023, 5:08pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Department for Work and Pensions

Peel Park, Brunel Way

Blackpool

FY4 5ES

#### **Contact**

Michael Gaynor

#### **Email**

[michael.gaynor1@dpw.gov.uk](mailto:michael.gaynor1@dpw.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/government/organisations/department-for-work-pensions>

Buyer's address

<https://dwp.bravosolution.co.uk>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

Economic and financial affairs

---

## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Payment Exception Service

#### **II.1.2) Main CPV code**

- 66000000 - Financial and insurance services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The purpose of this Prior Information Notice (PIN) is to alert potential suppliers to a future opportunity for services with specific requirements related to cash disbursement for use by some DWP customers and some other central government departments customers.

The Payment Exception Service (PES) is a DWP service, required to fulfil the Secretary of State's obligation to ensure all customers, including those who do not have a transactional account, receive their entitlement.

The service will enable unbanked customers to receive full payment of entitlement, or other such payments as required through an alternative method of payment.

The DWP issues fluctuating amounts of payments, on reoccurring specified payment dates, with differing payment cycles, based on individual and multiple payment entitlement, as determined by departments.

The value of cash disbursement can be in excess of £40 million per month (subject to number of customers / value of payments). However this value is expected to reduce over time in line with DWP's strategy to support financial inclusion and support customers to transition to a transactional account.

The value of this contract is subject to volume of customers and number of payments.

The DWP, alongside Other central Government Departments will use the service to ensure that customers across the United Kingdom inclusive of Northern Ireland are able to access their entitlement.

The overall objectives of the service are to ensure payments are processed and made available for customers to redeem their payment on a customer's payment date, and if needed, provide customers with a level of support to address any queries regarding use of the service and their payments.

DWP reserves the right to suspend, withdraw or amend any intention to proceed with any procurement competition in relation to the Services identified in this section II and reserves the right not to award any contract. Any costs incurred by bidders in engaging with DWP for this opportunity and preparing and submitting bids, will be borne by the bidder.

#### **II.1.5) Estimated total value**

Value excluding VAT: £18,449,282

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 66110000 - Banking services
- 66170000 - Financial consultancy, financial transaction processing and clearing-house services
- 75100000 - Administration services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

Main site or place of performance

National coverage required, including Northern Ireland.

#### **II.2.4) Description of the procurement**

It is envisaged that the Invitation to Tender will be published during Spring '24 with an aim to award a contract during Summer '24.

The DWP will be running this competitive process through the Crown Commercial Service's (CCS) Funds Administration & Disbursement Service (FAADS) Dynamic

Purchasing System (DPS) RM6322 and interested parties must be registered as a supplier on the DPS in order to formally access and respond to the ITT.

#### **II.2.14) Additional information**

Payment Exception Service - Anticipated Timeline;

Market Engagement - WC 12/02/2024

Invitation To Tender Published for CCS DPS – WC 25/03/24

Clarification stage - WC 25/03/24-11/04/24

Deadline for Tenders to be submitted – WC 29/04/24

Standstill period commences – 20/06/24

Contract award – 01/07/2024

#### **II.3) Estimated date of publication of contract notice**

25 March 2024

---

### **Section IV. Procedure**

#### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

---

## Section VI. Complementary information

### VI.3) Additional information

Prior to the ITT being published, the DWP will run a market engagement session(s) with interested potential suppliers to enable DWP and the potential suppliers to understand the scope of the requirements; and the solutions that are available in the market which could meet those requirements. The session(s) will also enable DWP and the potential providers to understand the contractual requirements and financial envelope that DWP is working within with respect to these services.

Potential suppliers that are interested in this opportunity should register their interest for the Market Engagement session with [Michael.gaynor1@dwp.gov.uk](mailto:Michael.gaynor1@dwp.gov.uk) to ensure they are kept informed of this opportunity and are sent an invite to the event where the DWP will present and market test with suppliers the scope and requirements of the Payment Exception Service.

Your email must clearly state:

- a. The name of this procurement - Payment Exception Service Procurement
- b. The name of your organisation; and
- c. The name and contact details for the registered individual/s sending the email. DWP will only respond to email addresses provided, suppliers can provide multiple email addresses.

The market engagement exercise does not form part of a formal procurement process, and the DWP reserves the right to decide whether or not to proceed with any tendering procedures in relation to a contract. Potential suppliers shall be solely responsible for any costs which they incur as a result of participating in any aspect of this market engagement exercise.

We anticipate that this opportunity will be advertised using the CCS RM6322 Fund Administration & Disbursement Services DPS. Suppliers must be registered on the DPS on the day of procurement launch.

We anticipate that the procurement will launch in WC 25/03/24

Further details for this DPS can be found at <https://supplierregistration.cabinetoffice.gov.uk/dps> under the 'Fund Administration & Disbursement Service' section.

Interested potential Bidders are urged to register as a DPS supplier using the above link and completing the DPS Registration as soon as possible. This DPS is managed by CCS and not DWP, therefore for any technical assistance please ensure you direct queries to CCS.

Please note, we will be shortlisting based on 'category' for these particular services. Please ensure that the category (filters) which you are appointed for on the DPS match the following:

Sector: Central Government,

Services: Application and Award Services,

Fund Type: Other Payment Type,

Location: United Kingdom

For DPS info email: [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk)

Potential suppliers will not be prejudiced by any response to this PIN, or failure to respond. This PIN does not formally signify the beginning of a procurement and does not constitute a commitment by DWP to undertake any procurement exercise. In the event that DWP decides to formally commence the procurement of the Payment Exception Service, a separate contract notice will be issued.