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Pipeline

## Payment Exception Service

Department for Work & Pensions

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-047418

Procurement identifier (OCID): ocds-h6vhtk-055108 ([view related notices](#))

Published 8 August 2025, 4:29pm

## Scope

## Description

Payment Exception Project is a cash-out service required to fulfil the Secretary of State obligation to ensure payment of entitlement to customers who do not have a transactional account (bank, building society, credit union). The service supports unbanked customers to receive payment of entitlement through an alternate method of payment to that of the BACS payment process, on a date of payment entitlement.

## Contract dates (estimated)

- 5 February 2026 to 4 February 2029
- Possible extension to 4 February 2031
- 5 years

## **Main category**

Services

## **CPV classifications**

- 66000000 - Financial and insurance services

## **Contract locations**

- UK - United Kingdom

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## **Participation**

### **Particular suitability**

Small and medium-sized enterprises (SME)

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## **Submission**

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

9 September 2025

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## **Procedure**

## **Procedure type**

Competitive flexible procedure

## **Above or below total value threshold**

Above or equal to threshold

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## **Contracting authority**

### **Department for Work & Pensions**

- Public Procurement Organisation Number: PJCP-7274-TLRQ

Caxton House 7th Floor 6-12 Tothill Street

London

SW1H 9NA

United Kingdom

Email: [cdp-i.systemsanddata@dwp.gov.uk](mailto:cdp-i.systemsanddata@dwp.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government