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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

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

9 September 2025

Procedure

Procedure type

Competitive flexible procedure

Above or below total value threshold

Above or equal to threshold

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

Region: UKI32 - Westminster

Organisation type: Public authority - central government