



# Directorate General of Immigration & Passports

G-8/I Mauve Area, Islamabad



# TENDER NOTICE

## INVITING BIDS THROUGH e-PADS

Reference No.01/05/2026-Chatbot-Call Centre

## HIRING OF WHATSAPP CHATBOT SERVICE

### FOR PASSPORT STATUS INFORMATION & CUSTOMER FACILITATION

Directorate General Immigration & Passports, an attached department of the Ministry of Interior & Narcotics Control, Government of Pakistan, invites electronic bids from reputed firms registered with Federal Board of Revenue (FBR), relevant Sales Tax Authorities and appearing on the Active Taxpayer List (ATL) for provision of **WhatsApp Chatbot Services** for passport applicants.

2. E-bidding documents containing detailed requirements, terms and conditions are available for the registered bidders on e-PADS at [www.eprocure.gov.pk](http://www.eprocure.gov.pk) and [www.dgip.gov.pk](http://www.dgip.gov.pk)
3. Electronic bids prepared in accordance with PPRA Rules, 2004 and instructions contained in the bidding documents must be submitted through e-PADS on or before **11:00 AM, Wednesday 17th June 2026**. Manual bids shall not be accepted.
4. Electronic bids will be opened on the same day at **11:30 AM Wednesday 17th June 2026** through e-PADS.
5. Notification of the GRC constituted in terms of Rule-48 of Public Procurement Rules, 2004 is provided on the procuring agency's website ([www.dgip.gov.pk](http://www.dgip.gov.pk)), on e-PADS at [www.eprocure.gov.pk](http://www.eprocure.gov.pk) and [www.ppra.org.pk](http://www.ppra.org.pk).
6. Bidding document (s) containing detailed terms and conditions, method of hiring, procedure for submission of bids, bid bond/security, bid validity, opening of bid, evaluation criteria, clarification /rejection of bids etc. are available for the interested bidders on <http://eprocure.gov.pk>.
7. Hiring of WhatsApp Chatbot Service shall be carried out in accordance with the Single Stage One Envelope Procedure under Public Procurement Rules (PPRA), 2004, and regulations/guidelines issued by PPRA from time to time..
8. Original Bid Security instrument amounting to **Rs.20,000/-MUST** be submit to the under signed before deadline of the bid.
9. In case of any public holiday, the next working day shall be considered for bid submission/opening.
10. Directorate General Immigration & Passports reserves the right to reject any or all bids under Rule-33 of PPRA Rules, 2004.

**(ASIM FAWAD MIRZA)**

**Director (NW/F&L)**

**Directorate General Immigration & Passports (HQ)**

**Sector G-8/1, Mauve Area,**

**Islamabad**

