



MINISTRY OF FINANCE & THE PUBLIC SERVICE

Invitation for Bids

Procurement of Consultancy Services for The Development and Implementation of a WhatsApp-Integrated Customer Relationship Management (CRM) System

Bid No. MOFPS-PROC#100017029/2026-27

Ministry of Finance & the Public Service (MoFPS) invites eligible and qualified Contractors to submit bids electronically for the **Procurement of Consultancy Services Development and Implementation of a WhatsApp-Integrated Customer Relationship Management (CRM) System**.

Funding: Funding will be provided by the Government of Jamaica.

Scope of Works: Procurement of Consultancy Services Development and Implementation of a WhatsApp-Integrated Customer Relationship Management (CRM) System for The Ministry of Finance and The Public Service (MoFPS)

Procurement Method: National Competitive Bidding.

Eligibility Criteria: 1. **Valid Tax Compliance Certificate (TCC).**

Availability of Bidding Document: Bidding Documents will be available for download on the Government of Jamaica electronic tendering platform from **Monday, October 12, 2026**, at www.gojep.gov.jm

Deadline: Tenders must be submitted on the electronic tendering platform no later than **Tuesday, November 10, 2026**.

Late submissions will automatically be rejected by the system.

This is an online Tender where tenders will only be made available and accepted via electronic Government Procurement Portal (www.gojep.gov.jm). No offline (hard copies) of bids will be accepted and there will be no physical tender box for drop-off of tender documents.

To participate in this tender opportunity, suppliers must be registered and trained to use the Electronic Procurement System @ www.gojep.gov.jm.

For assistance in regards to registration, training, access to tender document and uploading of bids please contact the Ministry of Finance, Procurement and Asset Policy Unit Customer Service Desk at: (876) 932-5220, 932-5246, 932-5253, 932-5251, 932-5244 or via email at oppccustomer@mof.gov.jm

Interested bidders may obtain further information from:

Director, Public Procurement
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Kingston 4
(876) 932-4647
Email: mofprocure@mof.gov.jm