



Ref: SGMD/CS/70

Date: 27-11-2023

The Deputy Director (MIS/IT)

Public Procurement Regulatory Authority,
Cabinet Secretariat, Cabinet Division, Government of Pakistan,
Federal Bank for Cooperative Building, Sector G-5/2,
Islamabad.

Fax No. (051) 99224823

INVITATION TO BID
OUTSOURCING OF CALL CENTRE (1199)
TENDER ENQUIRY No. SGMD/CS/70

Dear Sirs,

1. Sui Northern Gas Pipelines Limited, a Gas Transmission & Distribution Company, invites sealed bids from the original service providers registered with Income Tax and Sales Tax Departments, possess valid Professional Tax Clearance Certificate and are on Active Taxpayers list of the Federal Board of Revenue, for Outsourcing of Call Centre (1199).

Sr. No.	Description
1.	Outsourcing of Call Center (1199)

2. Bidding documents, containing detailed terms and conditions, etc. are available and can be obtained (in person only) through a request on Company's letter head from **General Manager (Customer Services), 6th Floor, Gas House, 21-Kashmir Road, Lahore** on or before **20-12-2023** from 0930 hours to 1430 hours from Monday to Friday. Price of the bidding documents is **Rs.2500/- (nonrefundable)** which must be submitted in shape of pay order/bank draft in favor of "Sui Northern Gas Pipelines Ltd" along with copies of valid GST, NTN and professional tax Clearance Certificate.
3. Bidder must submit Bid Security equivalent to Rs.1,000,000/- (1 Million) in shape of pay order/bank draft in favor of "Sui Northern Gas Pipelines Ltd" along with Technical Proposal.
4. The bids, prepared in accordance with the instructions in the bidding documents, must reach at **Distribution Department, 6th Floor, Gas House, 21, Kashmir Road, Lahore on or before 21-12-2023 at 1530 Hours (closing time).** Bids will be publicly opened on the same day at **1600 Hours**. This advertisement is available on PPRA website at www.ppra.org.pk, Company's official website at www.sngpl.com.pk and being advertised in press.

Yours faithfully,

Sui Northern Gas Pipelines Limited,

(NAVIED ASHRAF)

General Manager (CS-South)
For Managing Director

(ADIL NISAR KHAN)

General Manager (CS-North)
for Managing Director

NOO.

cc: SGMD (North/South)

cc: **GM (IT/MIS)** - Kindly display the tender on Company's website as per attached specimen.

cc: GM (Compliance)- Kindly depute your representatives on 21-12-2023 (1600hrs) for bid opening.

cc: GM (Procurement)- Kindly depute your representatives on 21-12-2023 (1600hrs) for bid opening.

Telephones Exch: { + (92-42)99082000
+ (92-42)99082006

Telephones: {

Fax:

www.sngpl.com**IT/MIS Department****27 NOV 2023**

No.