

Ref: SGMD/CS/70/25

Date: 10.03.2025

The Deputy Director (Monitoring & Implementation)

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

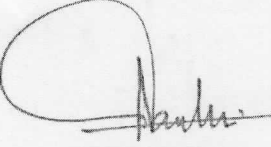
INVITATION TO BID
OUTSOURCING OF CALL CENTER (1199) FOR COMPLAINT MANAGEMENT
AND LPG CYLINDER DISTRIBUTION BUSINESS (1210)
TENDER ENQUIRY No. SGMD/CS/70/25

Dear Sir,

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 Center (1199) for Complaint Management and LPG Cylinder Distribution Business (1210).

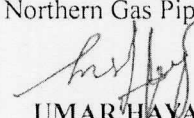
Sr. No.	Description
1.	Outsourcing of Call Center (1199) for Complaint Management and LPG Cylinder Distribution Business (1210)

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 **26-03-2025** 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, Conference Room, Gas House, 21, Kashmir Road, Lahore** on or before **27-03-2025 at 1330 Hours (closing time)**. Bids will be publicly opened on the same day at **1400 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.

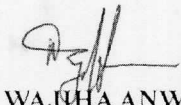


IRFAN BAIG
Incharge (LPG-LNG)
For Managing Director

Yours faithfully,
Sui Northern Gas Pipelines Limited,



UMAR HAYAT
General Manager (CS-North)
For Managing Director



WAJHA ANWAR
General Manager (CS.-South)
For Managing Director

Registered Office:

Sui Northern Gas Pipelines Limited,
21- Kashmir Road, Lahore, Pakistan.
+92-42-99082000-06

www.sngpl.com.pk

Head Office:

21- Kashmir Road, Lahore, Pakistan.
+92-42-99082000-06