



SUI NORTHERN GAS PIPELINES LIMITED
GAS HOUSE, 21-KASHMIR ROAD, LAHORE (PAKISTAN)

Invitation to Bid for
OUTSOURCING OF SNGPL CALL CENTER
Tender Enquiry No. SGMD/CS/70/26

Sui Northern Gas Pipelines Limited (SNGPL) is looking for a reputable firm to manage Call Center Operations within the franchise areas of SNGPL (Punjab, KPK, Federal Capital, Azad Kashmir and Gilgit Baltistan).

SCOPE

The Call Center should be fully equipped with state-of-the-art infrastructure including Telecommunication Network, Intranet/Extranet, IVR etc. to meet our requirements on 24/7/365 basis as per the detailed RFP / Tender Documents.

SOLUTION OVERVIEW

The third party must possess right skill level and experience to manage end-to-end operations / functions of Call Center independently with key focus on meeting the customer's requirement and expectations.

TERMS AND CONDITIONS

- 1) Proposals are invited on **Single Stage Two Envelopes** basis.
- 2) The interested firms with established reputation and experience in this field can purchase the Request for Proposal (RFP) and other relevant documents from the office of General Manager (Customer Services-North/South), 6th Floor, Gas House, 21 Kashmir Road, Lahore on or before **30-03-2026** during **0930 Hours** to **1430 Hours** from Monday to Friday upon payment of Tender Document Fee of **Rs.2500/-** (non-refundable), 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. The same can be obtained from PPRA's website through EPADS.
- 3) Submission of Proposals will be closed on **31-03-2026** at **1500 Hrs. (PST)** and publicly opened on the same day at **1530 Hrs. (PST)**. Sui Northern Gas Pipelines Ltd will not be responsible for any postal delay. Proposals received after due date /time will not be considered.
- 4) Bidders must submit Bid Security equivalent to PKR. 1,500,000/- (one million five hundred thousand) in shape of pay order/bank draft in favor of "Sui Northern Gas Pipelines Ltd" along with Technical Proposal.
- 5) Bids along with Technical Proposals are to be submitted on EPADS as well as an original set of the bid quoted on EPADS along with tender document fee in shape of pay order/bank draft (in original) and original bid security (bid bond) must be submitted on or before closing time/date of Tender Enquiry at the office mentioned below.
- 6) For further information please contact the following office:

General Manager (Customer Services-North/South)
Sui Northern Gas Pipelines Limited
6th Floor, Gas House, 21-Kashmir Road, Lahore – Pakistan
Telephone No. +92-42-99203537 / Mr. Shaaf Amjad (0336-5949102)
Website: www.sngpl.com.pk