



Bank Alfalah

CORPORATE OFFICE GULBERG BRANCH LAHORE (0028)

A/C Payee's Only

Payee's A/C. Only

Cheque No.

26704086

Date

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Pay PUBLIC PROCUREMENT REGULATORY AUTHORITY ISLAMABAD  
or bearer

Rupees Eight million Only

PKR 8,000,000



PK98 ALFH 0028 0010 0617 2044  
SUI NORTHERN GAS PIPELINES LTD

Please do not write below this line.



*myahmad*

Signature 1

*Qasim*

Signature 2

⑈ 26704086 ⑈ 0530 10 2 ⑈ 0000001008 ⑈ 72044 ⑈ 000 ⑈



**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.

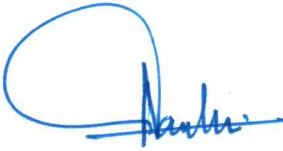
**INVITATION TO BID**  
**OUTSOURCING OF CALL CENTER (1199) FOR COMPLAINT MANAGEMENT**  
**AND LPG CYLINDER DISTRIBUTION BUSINESS (1210)**  
**TENDER ENQUIRY No. SGMD/CS/70/25**

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), 6<sup>th</sup> 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, 6<sup>th</sup> 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](http://www.ppra.org.pk), Company's official website at [www.sngpl.com.pk](http://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