



سوئی ناردرن گیس
Sui Northern Gas

LETTER OF INTENT

Ref: SGMD/CS/70/26

Date: 21-05-2026

M/s Pak Telecom Mobile Limited (Ufone).
112-B, Gulberg-II,
LAHORE.

OUTSOURCING OF CALL CENTER FOR COMPLAINT MANAGEMENT (1199), RLNG BASED NEW CONNECTION INQUIRY (0800-01199) AND LPG CYLINDER DISTRIBUTION BUSINESS (1210)
TENDER ENQUIRY NO. SGMD/CS/70/26

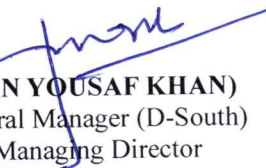
We are pleased to inform that in response to your quotation and subsequent opening of Technical and Financial bids, we intend to award you contract for outsourcing of Call Center for Complaint management (1199), RLNG based new connection inquiry (0800-01199) and LPG cylinder distribution business (1210) services for the **period from 1st July 2026 to 30th June 2027** as per terms and conditions mentioned in the tender documents against subject noted tender enquiry.

FOR HELPLINE 1199 & 0800-1199 (A)						
Sr. No.	No. of Months	No. of Agents	Rate per agent per Month (Rs.)	Total Amount without tax (Rs.)	PST/GST as per applicable Law on services @ 16 % (Rate per agent per Month) (Rs.)	Total amount with tax (Rs.)
1	5 (July 26 to Nov 26)	50	89,795	22,448,750	3,591,800	26,040,550
2	3 (Dec 26 to Feb 27)	65	89,795	17,510,025	2,801,604	20,311,629
3	4 (Mar 27 to June 27)	50	89,795	17,959,000	2,873,440	20,832,440
Total Amount for one year (A)				57,917,775/-		67,184,619/-
FOR HELPLINE 1210 (B)						
Sr. No.	No. of Months	No. of Agents	Rate per agent per Month (Rs.)	Total Amount without tax (Rs.)	PST/GST as per applicable Law on services @ 16 % (Rate per agent per Month) (Rs.)	Total amount with tax (Rs.)
1	12 (July 26 to June 27)	5	110,695	6,641,700	1,062,672	7,704,372
Total Amount for one year (B)				6,641,700/-		7,704,372/-
Grand Total (A+B)				Cumulative amount without tax (Rs.)	Cumulative amount with tax (Rs.)	
				64,559,475/-	74,888,991 /-	

You are requested to acknowledge receipt of this letter of intent and forward us Performance Bond for an amount equivalent to 10% of total value of the contract in accordance with clause No. 33 of tender enquiry.

SUI NORTHERN GAS PIPELINES LIMITED


(TAJ ALI KHAN)
Sr. General Manager (D-North)
For Managing Director


(IMRAN YOUSAF KHAN)
Sr. General Manager (D-South)
For Managing Director


Sr. General Manager (Sales)
For Managing Director
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Registered Office:

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

www.sngpl.com.pk

Head Office:

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