



**TransPeshawar**  
(The Urban Mobility Company)



www.transpeshawar.pk



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# Request for Proposal

## PROVISION OF HELPLINE SERVICES FOR ZU PESHAWAR OPERATION

**Ref No: TPC/OPS/OCB/Helpline/2025-25/013**

**Date: June 27, 2025**

1. TransPeshawar (The Urban Mobility Company) is a Company set up under Section 42 of the Companies Act, 2017, and is responsible for project implementation, management and maintenance of urban rapid transit projects assigned by the Khyber Pakhtunkhwa Urban Mobility Authority.
2. TransPeshawar (The Urban Mobility Company) invites sealed proposals from eligible service providers reflected on the Active Tax Payer List (ATL) of FBR and registered with Khyber Pakhtunkhwa Revenue Authority (KPRA) for sales tax on services for **“Provision of Helpline Services for Zu Peshawar Operation”**. Detailed scope of services is provided in Request for Proposal.
3. A complete set of Request of Proposal may be downloaded by interested service providers from website of TransPeshawar (<http://transpeshawar.pk/>) from publishing of advertisement in the newspaper till last day for submission of proposals.
4. Procurements will be carried out as per Act and Rules of Khyber Pakhtunkhwa Public Procurement Regulatory Authority (KPPRA). Competitive bidding will be conducted in accordance with the Single Stage: One Envelope bidding procedure.
5. A pre-bid meeting will be held on **July 4, 2025 at 11:30 AM (PST)** at TransPeshawar office (address given below) for the service providers who wish to attend.
6. Proposals must be delivered to the undersigned on or **before July 16, 2025 at 11:30 AM (PST)**.
7. Proposals shall be opened on the same day **July 16, 2025 at 11:45 AM (PST)** in the presence of service providers who choose to attend.
8. The advertisement is also available both on the websites of TransPeshawar (<http://transpeshawar.pk>) and KPPRA (<http://kppra.gov.pk>). TransPeshawar reserves the right to cancel any or all bids by assigning cogent reason.

**Chief Executive Officer**

**TransPeshawar (The Urban Mobility Company)**

**First (1<sup>st</sup>) Floor, KPUMA Building, Main BRT Depot, Opposite NHA Complex,**

**Main GT Road, Peshawar, KPK, Pakistan**

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