



A member of UEM

**PLUS MALAYSIA BERHAD (“PMB”)**

Registration No.: 201001039714 (923639-A)

**NOTICE OF TENDER INVITATION**

**CONSULTANCY SERVICES FOR RESEARCH STUDY AT PLUS MALAYSIA BERHAD AND ITS GROUP OF COMPANIES (PMB GROUP)**

**[TENDER REF. NO.: PMB90000425]**

TENDER TITLE	QUALIFICATION & REGISTRATION	SCOPE OF SERVICES	SALE OF TENDER DOCUMENT	TENDER BRIEFING & SITE VISIT	DOCUMENTATION FEE	TENDER SUBMISSION & CLOSING DATE
CONSULTANCY SERVICES FOR RESEARCH STUDY AT PLUS MALAYSIA BERHAD AND ITS GROUP OF COMPANIES (PMB GROUP) i. SATISFACTION STUDY ii. MYPLUS AWESOME INDEX SURVEY iii. LEADERSHIP ENGAGEMENT & TRUST SURVEY	Possess valid certification as follows: 1) Company's Certificate of Registration with Suruhanjaya Syarikat Malaysia (“SSM”); 2) Company with experience in market research and consumer study for the past 5 years.	Research Study 2026, including research fieldwork, covering but not limited to the following: 1) Customer Satisfaction Index (CSI) Survey i) Measure customer satisfaction across all PLUS touchpoints. ii) Identify strengths, gaps, and improvement opportunities. iii) Provide actionable insights and benchmark comparisons. 2) MyPLUS Awesome Index Survey i) Develop a methodology to assess culture gaps and identify drivers of the MyPLUS Awesome Index. ii) Examine correlations between MyPLUS culture and Employee Engagement Survey (EES) results to uncover actionable interventions. iii) Propose practical strategies to improve culture and help PLUS achieve the targeted Awesome Index score by 2027. 3) The Leadership Engagement & Trust Survey (LETS) i) Review the survey design, methodology, and data integrity. ii) Endorse and provide a validation statement confirming the robustness of the survey process and findings. iii) Recommend areas for improvement in future survey cycles to align with best practices in stakeholder measurement.	<u>Sales Period:</u> <b>30 March 2026 – 23 April 2026</b> <b>9.00 a.m. to 5.00 p.m. (Monday – Friday except for Public Holidays)</b>	<u>Date:</u> <b>3 April 2026 (Friday)</b> <u>Briefing Time:</u> <b>11.00 a.m.</b> <u>Venue:</u> <b>Online via Microsoft TEAMS</b>  Note:  Interested tenderers are required to confirm their participation via email to <a href="mailto:tenderccs@plus.com.my">tenderccs@plus.com.my</a> before <b>2 April 2026</b> .  The link to the online briefing session will be provided upon receipt of the participation confirmation.	<u>Fee for one (1) set of Tender Document</u>  <b>RM500.00 (Ringgit Malaysia Five Hundred Only)</b> <b>(Documentation Fee is not refundable)</b>  Tender Documents shall be released from <a href="mailto:tenderbox@plus.com.my">tenderbox@plus.com.my</a> upon verification of payment.  Payment of Documentation Fee shall be made via online transaction only to:  <b>PLUS MALAYSIA BERHAD</b> <b>CIMB Bank Berhad</b> <b>Account No.: 8000 4664 61</b>  <u>Reference for Payment:</u> <b>CSI 2026</b>  <u>Payment Details:</u> <b>Name of the Company eligible to purchase the tender</b>  <b>Note: The company must submit the receipt of Tender Fees paid through email to <a href="mailto:tenderccs@plus.com.my">tenderccs@plus.com.my</a>.</b>	Submission via OneDrive or email to <a href="mailto:tenderbox@plus.com.my">tenderbox@plus.com.my</a>  <u>Tender Closing Date and Time:</u> <b>30 April 2026 (Tuesday)</b> <b>Before 3:00 p.m.</b>  Tenderers must submit a Tender Deposit amount of Ringgit Malaysia: <b>Five Thousand (RM5,000.00) Only via online bank transfer</b> from a licensed bank operating in Malaysia on or before the Tender Closing Date to:  <b>PLUS MALAYSIA BERHAD</b> <b>CIMB Bank Berhad</b> <b>Account No.: 8000 4664 61</b> <b>Reference: CSI 2026</b> <b>Other Payment Details: [Insert Tenderer's Company Name]</b>  The Tender Deposit payment receipt must be submitted together with the tender documents at the time of submission on or before the Tender Closing Date and Time.  The Tender Deposit shall be refundable and will be refunded after the tender process is completed.  PMB reserves the right to reject any Tender Submission that is submitted after the Tender Closing Date and Time.

Tenderers must meet the following MANDATORY requirements to purchase the Tender Document:

#### QUALIFICATION REQUIREMENTS

1. Tenderers who are interested to participate in this tender must have experience in **market research and consumer study for the past five (5) years**.
2. Tenderers must be incorporated and registered in Malaysia.
3. The tenderer is allowed to submit only one (1) tender. Any tender found to have submitted more than one (1) tender will have their participation to be automatically disqualified.
4. Tender Deposit amounting to **Ringgit Malaysia: Five Thousand Only (RM5,000.00)** via online bank transfer from a licensed bank operating in Malaysia under the name "**PLUS MALAYSIA BERHAD**" along with the Tender Document to be submitted on or before the Tender Closing Date and Time.

#### Notes:

1. Each company is only allowed to participate as a single entity. However, tenderers may appoint their own sub-consultant(s) registered in Malaysia as part of their Tender Document submission.
2. A Tender Briefing and Site Visit will be conducted as per the details provided in table above. Interested tenderers are required to confirm their participation via email to [tenderccs@plus.com.my](mailto:tenderccs@plus.com.my) before 2 April 2026 and the link to the online briefing session will be provided upon receipt of the participation confirmation.
3. Tenderers who are interested to purchase the Tender Document **MUST email the following documents to [tenderccs@plus.com.my](mailto:tenderccs@plus.com.my) for validation of qualifications**:-
  - a) Certified True Copy of company certificate of registration with Suruhanjaya Syarikat Malaysia (SSM);
  - b) Validated proof of project experience with minimum 5 years' experience in research and consumer study.

Tender Document will only be issued to the tenderers who are eligible to purchase the Tender Document via email from [tenderbox@plus.com.my](mailto:tenderbox@plus.com.my) upon received of validated payment of Documentation Fee.

4. The price of the Tender Document is **RM500.00 (Ringgit Malaysia Five Hundred Only)** and is **NON-REFUNDABLE**. Payment should be made via **online transfer ONLY** with the reference "**CSI 2026**" along with the name of the eligible company purchasing the Tender to the account of **PLUS MALAYSIA BERHAD, Account No. 8000 4664 61**. Please provide the proof of payment upon purchase of the Tender Document to [tenderccs@plus.com.my](mailto:tenderccs@plus.com.my).
5. All tenderers are reminded that all copies of documents shall be **Certified True Copy by the authorized party, i.e., the Commissioner of Oath or Company Secretary or Government Officer of Class A**.
6. The Tender Document will not be issued after the sales period as mentioned above. The fully completed Tender Document must be uploaded to the OneDrive link provided by PMB, the same link as the Tender Document shared i.e [tenderbox@plus.com.my](mailto:tenderbox@plus.com.my).
7. The tender submission must be submitted according to the tender submission requirements and the tender submitted after the Tender Closing Date and Time will **NOT BE CONSIDERED**. PMB will not be responsible for any liability, loss, delay, damage, or other issues regarding documents submitted.
8. PMB is not bound to accept the lowest or any other tender or to provide any reasons for rejecting any tender. All expenses incurred in making the offer or tender, or any expenses related thereto, are the full responsibility of the tenderer. PMB will not be responsible for any costs involved and will not reimburse any costs incurred by the tenderer.
9. Any inquiries regarding this tender must be made in writing via email to [tenderccs@plus.com.my](mailto:tenderccs@plus.com.my).