




PROJEK LEBUHRAYA USAHASAMA BERHAD ("PLUS Berhad")  
(No. Pendaftaran : 201101026564 (954700-A))

**THE IMPLEMENTATION AND SUBSCRIPTION OF THE APPLICATION PERFORMANCE MANAGEMENT TOOL FOR PROJEK LEBUHRAYA USAHSAMA BERHAD**

Tenderers from Malaysia registered companies with experience in Application Performance Management Tool (APM) and fulfill the following condition(s) are invited to participate in the below tender

- The Tender is open to **Principal and/or its Authorized Distributor (AD)/ Solution Integrator (SI)/ Reseller**; and
- Participation via Authorized System Integrator must be supported by a valid Authorization letter from its principal

**THE VALIDITY PERIOD FOR ALL CERTIFICATES MUST VALID AT LEAST THREE (3) MONTHS FROM THE CLOSING DATE OF TENDER**

SCOPE OF WORK	TENDER BRIEFING	DOCUMENTATION FEES	TENDER SUBMISSION & CLOSING DATE
Application performance management (APM) is the monitoring and management of performance and availability of Toll Collection System (TCS) applications. It detects and diagnoses complex application problem to maintain an expected level of service level	Date : <b>21 MARCH 2024</b> (Thursday) Time : <b>11.30 A.M</b> Venue : <b>Tapah Meeting Room, Menara Korporat, Persada PLUS</b>	<b>RM500.00</b> <b>(Payment is not refundable)</b>  Tender Document will be sold in the form of Softcopy Folder  Tenderers are required to pay the amount of Ringgit Malaysia: Five Hundred Only (RM 500.00) via Bank Transfer as follow:-  <b>Account Detail</b> PROJEK LEBUHRAYA USAHASAMA BERHAD CIMB Bank Berhad Account No : 8000 4667 16 Reference: APM2024-Tender Fees	<b>Submission via Online</b> <b>Venue:</b> Uploaded on OneDrive link provided by Microsoft OneDrive TenderBox  <b>Date of Submission:</b> 19 APRIL 2024 Before: 3.00 P.M.
1) Application Monitoring software integrates to key Toll Collection Systems applications that includes: <b>a. Radio Frequency Identification (RFID)</b> <b>b. Service Provider Back Office (SPBO)</b> <b>c. Headquarter Computer System (HQCS)</b> <b>d. Toll Highway Operational Revolution (THOR)</b>  <b>e. Plaza Computer System (PCS)</b>	<b>TENDER BRIEFING ARE COMPULSORY</b>  <b>SALE OF TENDER DOCUMENT</b> <b>19 MARCH 2024</b> (Tuesday) until <b>29 MARCH 2024</b> (Friday)	<b>Notes:</b> 1. The company must submit the receipt of <b>Tender Fees and Non-Disclosure Agreement</b> through email to <b>Tender Secretariate</b> .  2. Tender Secretariate as <b>a. norsuhaida.osman@plus.com.my</b> <b>b. hamizahlatif@plus.com.my</b> <b>c. izzat.iwan@plus.com.my</b>	Tenderer are required to submit a Tender Guarantee together with your tender in the amount of Ringgit Malaysia Five Thousand Only (RM5,000.00) via Bank Transfer and shall be made payable and directed to the following bank account number ("Tender Guarantee"):  <b>Account Detail</b> PROJEK LEBUHRAYA USAHASAMA BERHAD CIMB Bank Berhad Account No : 8000 4667 16  Reference: APM-Tender Guarantee
2) Features of Application Performance Management (APM) <b>a) Fault Detection</b>  i) Automatic and real-time monitoring of Infrastructure.  ii) Equip the technical team with comprehensive visibility on all layers (Frontend/Backend/Cloud) for the right remedy.  <b>b) Assign Job</b>  i) Proactive anomaly detections with where and why the applications break down.  <b>c) Rectification</b>  i) Tools with visual indicators help with immediate root cause analysis and isolate/focus on the identified components with inefficiencies.  <b>d) Verification &amp; Closure</b>  i) Visual dashboards will show before and after rectification status for verification of ticket closure	<b>REGISTRATION</b>  Company that interested to participate is encourage to register with PLUS Malaysia Berhad via website below :-  <b>www.plus.com.my &gt; Links &gt; Online Supplier Portal</b>  <b>Notes:</b> 1. It is advisable for Tenderers' Technical and Commercial representative to attend the tender briefing session.  2. Tenderers who are interested to participate in the Tender Briefing must submit the application via Form provided through QR code shown not later than <b>5.00 p.m on 20 March 2024</b> .	3. Tenderers who are interested to participate in this Tender exercise shall submit the application via Form provided through QR code below not later than 5.00 p.m on 20 March 2024.  	*PLUS Berhad shall have the right to reject any Tender Submission that are submitted after the Tender Closing Date and Time.  <b>Notes:</b> 1. Tender Document will not be issued after the expiry of the purchase period of the Tender Document as mentioned above. Completed Tender Document must be uploaded to the OneDrive link provided by Microsoft OneDrive TenderBox.  2. All costs associated with the above Tender are the sole responsibility of the contractor. Tender Documents received later than the specified date and time will not be considered and PLUS Berhad shall not be liable for any liability, loss, delay, loss etc.  3. PLUS Berhad is not bound to accept the lowest offer or any offer or give any reason for an offer to be rejected. Any costs shall be borne solely by the Tenderer.  4. Any inquiries regarding this Tender shall be made in writing via e-mail's Tender Secretariat as below:-  <b>a. norsuhaida.osman@plus.com.my</b> <b>b. hamizahlatif@plus.com.my</b> <b>c. izzat.iwan@plus.com.my</b>