



# UNHCR

United Nations High Commissioner for Refugees  
Haut Commissariat des Nations Unies pour les réfugiés

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DATE: 07 June 2024

**REQUEST FOR EXPRESSION OF INTEREST and PREQUALIFICATION:  
No. EOI/PSP/Malaysia/2024/001  
FOR THE PROVISION OF  
FACE TO FACE AND DONOR ACQUISITION SERVICES**

**QUOTATION TO BE RECEIVED BY: 5<sup>th</sup> July 2024 -23:59 UTC+8 (Kuala Lumpur Time zone)**

The Office of the United Nations High Commissioner for Refugees (UNHCR), established on December 14, 1950, by the United Nations General Assembly, is the world's leading organization dedicated to saving lives, protecting rights and building a better future for refugees. Today, UNHCR is one of the world's principal humanitarian agencies. Their staffs of more than 18,000 personnel are helping more than 103 million people in 137 countries. For more information, please see [www.unhcr.org](http://www.unhcr.org).

## **1. REQUIREMENTS**

UNHCR began its operations in Malaysia in 1975 when Vietnamese refugees began to arrive by boat in Malaysia and other countries in the region. For over 40 years, UNHCR has worked to assist the Government in providing protection to, and assistance for, refugees in the country. Today, UNHCR's humanitarian programmes protect and assist over 180,000 refugee men, women, and children in Malaysia.

The Public Sector Partnership (PSP) service of the United Nations High Commissioner for Refugees in Malaysia raises awareness on refugee issues and asks individuals to financially support UNHCR's activities through professional Face-to-Face (F2F) interactions with members of the public and other fundraising channels. This has been done since March 2017 as part of a global UNHCR strategy of awareness raising and increasing private sector funding.

Since its launch in March 2017, F2F fundraising activities in Malaysia are outsourced to external service providers. As of 2023, UNHCR Malaysia has garnered the support of over 50,000 individual donors, a significant majority of whom contribute on a monthly basis. Despite the challenges of COVID-19, over 12,000 new sign-ups were collected in 2022. Face-to-Face is a key pillar of PSP Individual Giving strategy in Malaysia and continued growth is expected in coming years.

**This REOI will be used to prequalify companies for further operation assessment by PSP Malaysia fundraising team.**

Please fill in and sign the Technical Response Form (Annex B) for your submission.

## **2. EOI Submission**

Submissions should be sent to Rachel Bagnall [bagnall@unhcr.org](mailto:bagnall@unhcr.org)

Thank you for your kind attention.

Ling Yun  
Assistant Supply Officer  
UNHCR Regional Bureau for Asia and the Pacific