

JETRO Global Acceleration Hub Programme Partner Specifications (Malaysia)

1. The Purpose

The "JETRO Global Acceleration Hub" project aims to support the overseas expansion of Japanese startups and to foster the startup ecosystem in Japan. These Global Acceleration Hubs are established in more than 25 world-leading startup ecosystems. They provide the latest information about their regions, and also support Japanese startups individually to expand on-site.

The following services are outsourced to the local accelerators or incubators that are rooted firmly in the ecosystem on-site so that the project will effectively be conducted.

< Located cities and areas >

North America: Silicon Valley, Boston, New York, Los Angeles, San Diego, Austin, Chicago, Toronto

South America: Sao Paulo

Europe: London, Paris, Germany, Helsinki, Madrid

Middle East and Africa: Dubai, Riyadh, Tel Aviv, Nairobi

China: Shenzhen, Shanghai, Hong Kong

Asia: India, Singapore, Bangkok, **Kuala Lumpur**, Jakarta, Manila

Oceania: Sydney

2. Target areas

Malaysia

3. Contract Term

The term of this service shall commence on the date of execution and expire on February 27, 2026.

4. Service Description (Individual support for Japanese startups)

a. Local Ecosystem Briefing Service

- To be used by Japanese start-ups only.
- Provide a one-hour overview of the local ecosystems and industry trends.
- To take place at the offices of the outsourcing partners, or occasionally at JETRO offices.
- Create regularly updated presentation materials to use during the briefing sessions and provide these materials to the users.
- Share these presentation materials with JETRO.
- As a general rule, briefings given to groups consisting of multiple companies and/or multiple Japanese startups, or JETRO organized seminars or webinars will be charged the same price. In cases where there the fee is changed, a written quote must be provided.

b. Individual Mentoring Service

- To be used by Japanese start-ups only.
- Includes finding business opportunities in the local economy, formulating business models, creating fundraising strategies for users looking to expand

their global business in the local ecosystem.

- Outsourcing partners must be able to arrange for more than one mentor in order to encompass the different fields and goals of users.
- To take place at the offices of the outsourcing partners, or via video calling.
- Mentoring services will be capped at 10 hours per user. However, in cases where user companies are very likely to establish a local office or receive VC funding, the user company may request JETRO's approval to raise the cap to 30 hours.
- Follow up emails providing information after in person meetings or video calls may be counted as mentoring hours. In these cases, the provided materials and e-mails must be submitted to the local JETRO office.

c. Business Matching

- To be used by Japanese start-ups only.
- Includes introduction to local companies that are possible candidates for partnerships, VC/investors, advisory board members, and new team members according to the needs of the user.
- Business Matching will be capped at 3 matches per user company. However, in cases where user companies are very likely to establish a local office or receive VC funding, the user company may request JETRO's approval to raise the cap to 9 matches.

d. Assisting JETRO's other events related with start-ups

- Whenever possible, we ask that the contracted organization support JETRO organized events and seminars relating to the local innovation ecosystem locally and in Japan. The fee structure is to generally be based on (4.a) Local Ecosystem Briefing Service. Travel expenses will be handled separately.

5. Language

All services shall be conducted in English or Japanese

6. Service Performance Reports

Submit a monthly business performance report to the JETRO Office by the 10th of the following month. The format will be provided by JETRO.

7. Compensation

The payment schedule will be set by contracts as coordinating with outsourcing partners. Payment is made by the unit-price based on actual performances.

8. Applicant Eligibility

- a. To be an established entity in Malaysia with representative staff members located within Malaysia.
- b. To have the basic skills and expertise required to execute the tasks and achieve targets set.
- c. The business and/or the representative staff to possess experience in the accelerator programme field for a minimum of three years.
- d. The applicant must have approval from their employer to work with JETRO.

9. Application Process & Deadline

- a. Please submit your quotation and other supporting documents to the following contact email address by **25 April 2025**:
- b. Note that all applicable taxes and surcharges are to be included.

To: Digital Transformation Team, JETRO Kuala Lumpur
Email: MAK@jetro.go.jp
Title: “Application for JETRO Global Acceleration Hub Programme Coordinator”

10. Screening Process

- a. All applications and supporting documents will be subjected to review by the JETRO team.
- b. JETRO Kuala Lumpur will notify applicants who have been shortlisted for an interview.
- c. During the interview, all shortlisted applicants should demonstrate the following aspects:
 - i. The expertise and understanding of the scope and objectives of the programme.
 - ii. The business network connections to provide potential business opportunities for the programme participants.
 - iii. The capability to curate and coordinate a well-structured on-site immersion experience for the programme participants.
 - iv. The willingness to maintain high quality support to achieve successful outcomes for programme.
 - v. Past experience of similar work (either domestically or internationally).
- d. Note: Upon the completion of the interview process, JETRO reserves the right to not provide reasons of decisions regardless of success or failure throughout the application and screening process.
- e. If the applicant is successful, they shall fulfill the responsibilities of this contract with JETRO alongside any other arrangements and obligations, business or otherwise.

11. Privacy Policy

The information collected through the application will solely be used for the purpose of selecting a coordinator for this programme. It shall not be disclosed to any third parties and/or used for any purpose.

12. Additional Notice

- a. The outsourcing provider shall execute the commission in compliance with JETRO's information security rules.
- b. The outsourcing provider shall not subcontract all or part of the commission to a third party without prior notice to JETRO. The subcontracting of third parties shall be subject to the approval from JETRO.
- c. JETRO shall own all the intellectual property rights of the materials prepared by the outsourcing provider.

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- d. All necessary expenses (including travel and transportation expenses) incurred in the execution of this commission shall be included under the general administrative expenses or operational expenses in the commission fee, and no separate settlement shall be made.

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