

FREQUENTLY ASKED QUESTIONS

1. Where should I submit my tender bid?

You should submit your tender bid which should be enclosed and sealed under cover with the List name marked on the top right hand corner. The document shall be delivered BY HAND and deposited in the appropriate tender box at SMRT Headquarters, 2 Tanjong Katong Road, #08-01, Tower 3, Paya Lebar Quarter, Singapore 437161, before the stipulated tender closing time and date.

2. Can I not fill up all the details in Appendix 1 as some of them are not applicable to me?

Tenderers have to complete all the necessary submissions. All blanks in the forms have to be completed, if not, tenderers will risk being disqualified. Should the blanks not be applicable, please either indicate with 'N.A.' or 'Nil'.

3. Can I submit the tender documents on behalf of someone else?

Yes. However, the tenderer indicated in the 'Tenderer's Particulars Form' has to be the party who signs the lease with SMRT Trains Ltd / SMRT BUS Ltd / Stellar SG-JP Retail Pte Ltd (collectively known as "SMRT") if he is successful, and he shall not be allowed to assign, sub-lease or part with possession of the awarded unit or any part thereof.

4. What is the minimum/average licence fees for the vending machines?

We do not have a minimum licence fees. Tenderers are advised to bid at a level they are comfortable with. We will NOT reveal any licence fees as they are confidential.

5. Does SMRT award to the highest bidder?

SMRT does not necessarily award to the highest bidder. We also take into consideration other factors such as product offerings and track records.

6. How long is the licence period if we are awarded with the shop?

The lease term is one year with the option to renew for another year subject to mutually agreed terms unless otherwise stated. Tenderer can request for variation to the lease term, subject to approval.

7. When will I know the tender results?

The tender evaluation process will take about 6 to 8 week's time to complete. Successful tenderers will be notified by phone.

8. Who can I contact for enquiries?

Stellar Lifestyle

Email: space@stellarlifestyle.com.sg