

S/n	Category	Question	Answer
1	General	Why is HDB introducing the Price-Quality Method (PQM) tenders for HDB eating houses?	HDB is introducing PQM tender for HDB eating houses to consider factors besides tender price when awarding tenders. We will take quality into account by including measures such as food affordability, productivity initiatives, availability of healthier food options, etc. in our evaluation criteria.
2		How does such PQM tender benefit the residents?	The PQM takes into consideration factors like business sustainability, productivity initiatives, active management and value for residents. By including quality measures, we hope to create a better living environment for residents while also ensuring that food and drink in their neighbourhood remains affordable.
3		Will HDB be releasing more eating houses tenders using the PQM format?	Yes. Going forward, HDB eating houses will be awarded based on the PQM format.
4		Why is HDB no longer publishing the minimum rent?	This is to give businesses the flexibility to submit wider ranges of tendered rents, according to their business projections. In the past, HDB would reject tendered rents which were below the minimum rent; HDB will now consider these rents.
5		Why did HDB previously have a minimum rent for eating house tenders?	The minimum rent served to guide operators. Prospective tenants would, by now, have more experience in gauging the appropriate rentals for eating houses. In addition, they can also refer to the rentals of successful bidders that are published on our website for reference. Hence, we will no longer publish the minimum rents of eating houses.
6		Will HDB award the tender even if the highest-scoring tendered rent is very low?	HDB considers each tender on a case-by-case basis. If the tendered rent is far below the tenancy's estimated market value, HDB reserves the right <u>not</u> to award the tender. In such a scenario, HDB will consider to put up the tenancy for tender again at a later tender exercise.
7		Can HDB reveal the estimated market value for the rental, as a guide for tenderers and to avoid abortive tenders?	Tenderers should calculate their own sustainable rents based on their business projections. For reference, tenderers can also access HDB's InfoWEB and Place2Lease websites to view previous results.

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8	General	Where can I find information on the eating houses offered for tender?	Interested tenderers may look for tender information on HDB InfoWEB. There will also be tender notices advertised in The Straits Times and LianHe ZaoBao when such tenders are called.
9		Where can I purchase the tender documents?	The tender documents can be purchased at HDB Hub, Toa Payoh, Atrium 3 rd Storey, Commercial Properties on weekdays, from 8:30am to 5:00pm. Each set costs \$10 (inclusive of GST).
10		How will tenderers submit their bids?	Tenderers are required to submit the tender submissions into Tender Box 1 at HDB Hub, Toa Payoh, Atrium 3 rd Storey, Commercial Properties.
11		Will there be a tender briefing and site show rounds for the eating houses?	There will not be any tender briefing. However, site show rounds will also be conducted by HDB. Tenderers are also advised to attend the site show rounds to view the eating houses before submitting their tender. Please refer to the tender documents for details on the Site Viewing schedule.
12		Will HDB or the government give subsidies for operators to implement the productive initiatives?	Eligible projects could be supported by Enterprise Singapore's (ESG) Capability Development Grant (CDG). For more information on CDG and the application process, companies can refer to http://www.enterprisesg.gov.sg/Growing-Business/Grant/ .
13		Will HDB give assistance to help tenderers of newly completed eating houses tide over the initial period when residents are still in the process of shifting to their flats?	To help tenants ease into their businesses in newly-completed eating houses while their customer base is still building up, assistance measures will be given to all newly completed eating houses let out from 1 Aug 2017. The Tendered Rent payable monthly for the initial tenancy term of 3 years is as follows: (a) First year of term: 80% of the monthly Tendered Rent (b) Second year of term: 90% of the monthly Tendered Rent (c) Third year of term: 100% of the monthly Tendered Rent

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14	General	What is the rent-free period, given to the successful tenderer?	HDB will grant a 3 months rent-free period for the successful tenderer to renovate the eating house.
15		I will need more time to procure the productive format, install devices and install nuisance management equipment. Can I commence business first, and implement productive management initiatives and other proposals at a later date?	The operator is expected to commence business and fully implement the proposed initiatives within 3 months from the tenancy commencement date.
16		Will HDB require the existing nearby eating/ dining amenities to implement similar quality initiatives (including cashless payment) upon renewal of their tenancies?	No, existing eating houses will not be required to implement quality initiatives if the PQM was not imposed upfront during their initial tender. However, operators who are keen to transform existing eating houses into more productive formats may approach ESG to enquire on their eligibility for the Capability Development Grant (CDG). For more information on CDG and the application process, operators can refer to http://www.entprisesg.gov.sg/Growing-Business/Grant/ .
17		Who should I contact for more information about this PQM tender, tender procedures and tenancy conditions?	For enquiries on the tender procedures and tenancy conditions, please call HDB's toll-free hotline at 1800-866-3073.
18	Evaluation of Tender	How will the tender submissions be evaluated?	Tender submissions will be evaluated based on the accompanying proposals submitted. Submissions that meet the mandatory criteria will be considered. They will then be evaluated based on the Evaluation Criteria stated in the Conditions of Tender, where 50 points are allocated to the tender price and another 50 points are allocated to the quality measures. The scores for the tender price and quality factors will then be summed up to a combined score (maximum 100 points). Please refer to the Conditions of Tender in the tender documents for more details on the scoring of price and quality factors.

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19	Evaluation of Tender	What will happen if there is a tie in the overall score?	The tender will be awarded to the operator with a higher quality score.
20		Do I score more points if I submit a high tendered rent?	Tenderers will be awarded more points for the price segment if they submit a higher tendered rent. However, only a maximum of 50 points will be awarded to tenderers based on their tender price. Please refer to the Conditions of Tender in the tender documents for more details on the scoring of the tender price.
21		Why is there a mandatory criteria in the tender evaluation?	The mandatory criterion of cashless payment solution is in line with the push towards a cashless society. As such, tenderers are required to introduce at least one cashless payment mode for the eating houses such as NETS, EZ-Link or QR codes.
22		Will new/ inexperienced eating house operators be considered?	All eligible and complete tender submissions will be considered. However, points will be given to tenderers that are currently operating any eating house, food court, canteen, hawker centre or F&B operations. Please refer to the Conditions of Tender in the tender documents for more details on the scoring of this under the quality factors.
23		Why do I need to provide information on the classification, type of food dish/ beverage to be sold and the proposed monthly stall rental in my tender submission?	We want to ensure that tenderers have worked out their sums carefully and do not submit overly high tender prices that are not sustainable, and pass on the higher costs to residents in the form of higher food prices.
24	Why are points awarded for productivity initiatives and track records? Would this disadvantage smaller players and first timers?	<p>Points are awarded for productivity initiatives to encourage operators to serve residents in a more efficient manner. To date, many businesses (both big and small) have implemented productivity initiatives in the food outlets. As such, smaller businesses will not be disadvantaged in the evaluation.</p> <p>Points are awarded to tenderers with a proven track record as we believe experienced operators will be better able to minimise any disruptions of service to residents. This is because eating houses are important amenities for residents and will act as an anchor tenant in the shop cluster.</p> <p>However, you may wish to note that affordability is still given a higher weightage than productivity initiatives and track records in this PQM tender.</p>	

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25	Evaluation of Tender	If I manage a chain of stalls in eating houses, canteens, food courts and hawker centres, can I indicate "Yes" and be considered as an operator of eating houses, canteens, food courts and hawker centres under Quality Criteria – Section 2(b)?	No, the tenderer has to be operator or the managing agent of the entire eating house, canteen, food court or hawker centre and not just stallholders. Tenderers who are operating a chain of stalls may indicate "Yes" under other food & beverage operations under Section 2(d) instead.
26		If I am in a catering business, can I indicate "Yes" and be considered to run other Food & Beverages operations under Quality Criteria – Section 2(b)?	No, caterers are not considered. Only operators who are managing front-of-house and back-of-house operations of an outlet can qualify and indicate "Yes".
27		Why is active management of eating houses a quality criteria in evaluation?	We would like eating house operators to be mindful of any nuisances generated and minimise any negative impact on residents. Points are awarded to tenderers who display efforts to mitigate such trade nuisances.
28		Why is healthier food option a quality criteria in evaluation?	We would like to encourage healthier eating to extend the Government's efforts in promoting healthy living.
29		What is considered a Budget Food Dish?	A Budget Food Dish is a lunch or dinner meal which has its price benchmarked against economically priced meals in New Hawker Centre(s), such as those in Bukit Panjang, Hougang, Yishun, Tampines, Pasir Ris, etc.
30		Why do I have to provide 6 Budget Food Dishes and 1 Budget Drink item?	We want to ensure that our residents will continue to have access to affordable food and drinks. Given that the eating houses put up for tender can accommodate a minimum of 6 food stalls, we have asked for 6 Budget Food Dishes so that every food stall is able to offer at least 1 Budget Food Dish.

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31	Evaluation of Tender	How did HDB decide on the 4 Food Dishes to be included under the 6 Budget Food Dishes (2 vegetables and 1 meat economic rice, chicken rice, fishball noodle and Mee Rebus) and Budget Drink item (Black Coffee or Kopi O)?	<p>These Budget Food Dishes are some of the most common food and drink items that can be found in HDB eating houses. By specifying the common food and drink items to be provided, HDB is able to compare prices across different eating houses.</p> <p>If the tenderer is unable to offer the above food dishes, he can propose to substitute with a similar food dish of comparable price e.g. minced pork noodles instead of fishball noodles, or Mee Goreng instead of Mee Rebus.</p>
32		Why is community-centric proposal a quality criterion in evaluation?	We would like to encourage more community-centric proposals such as discounts for senior citizens or residents from lower-income households.
33		Why do I have to provide estimated costs of fitting out, expected operating expenses and projected business turnover of the eating house?	We would like to ensure that tenderers have worked out their sums carefully and do not submit overly high tender prices that are not sustainable.
34	Tender procedure	Can I tender for more than one site in the same tender exercise?	<p>Yes, if there is more than one site in the same tender exercise. You will need to purchase an additional set of tender documents as only the original Tender Form will be accepted.</p> <p>However, please note that each tenderer is only allowed to submit one tender per site.</p>
35		Do I have to register for a company to participate in the tender?	If you have yet to register for a company, you may indicate in the tender form your intended mode of business (i.e. sole proprietorship, partnership or company). You will only need to register for a company upon receiving our letter informing you that you are successful in your tender.
36		I may need to change the particulars of my business and shareholders subsequently. Is it allowed?	Only particulars contained in the Tender Form are recognised. Any subsequent request to change the particulars of the successful tenderer such as mode of business, inclusion/deletion of partners/shareholders etc. before the execution of the Tenancy Agreement is not allowed and shall be treated as a failure to take up the tenancy when awarded, unless with the consent of HDB and subject to HDB's prevailing policies and conditions.

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37	Tender procedure	Can I withdraw my tender after submission?	Tenders submitted cannot be withdrawn or amended for any reason whatsoever. The tender deposit shall be forfeited if a tenderer withdraws his tender after submission or fails to take up the tenancy when awarded. If the tenderer fails to take up the tenancy when awarded, it shall be a breach of contract and the tenderer may be debarred from future tenders called by HDB or other Statutory Boards and Government Departments up to a maximum period of 5 years.
38		How would I know if I am successful in the tender?	The final results of the tender will be published on HDB InfoWEB and on the notice board at HDB Hub, Level 3. The successful tenderer shall be informed of the acceptance of his tender by letter sent to him at the address stated in the Tender Form.
39		Can I assign the premises?	Assignment is not allowed throughout the tenancy.
40		What would happen if I fail to obtain the necessary licence permission to carry out my business?	You are required to obtain the necessary licence permission or approval at your own cost and expense to commence business. Request for refund of rental during the period when business cannot be carried out will not be entertained.
41		Is pre-termination allowed?	The tenancy may be terminated by either party by one month's notice in writing expiring upon the last day of any month without furnishing any reason whatsoever. If the tenancy is terminated within one year from the tenancy commencement date, the rent-free period will be deemed to be withdrawn.
42	Renewal of tenancy	At the end of the first term of tenancy, will these sites be granted tenancy renewal automatically?	Renewal of tenancy is at the discretion of HDB and will be at the prevailing market rent. In the event that the tenancy is not renewed, the site will be tendered again.
43		What if operators do not adhere to their tender commitments after the premises are awarded?	<p>Commitments made by operators in their tender submission will form part of the legal contract between the Government and the operators. Any request to modify the productivity initiatives will have to be justified by the operator, and will require the approval of HDB.</p> <p>HDB will also conduct random inspections to verify if the tenant has complied with the tenancy conditions. Should an operator breach its commitments, HDB will first work with the tenants before taking appropriate tenancy action, where necessary.</p>

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44	Renewal of tenancy	Does operator need to re-submit a new proposal during renewal?	If operator wishes to propose changes to their existing scope, a new proposal will have to be submitted.