



Town of Carleton Place
175 Bridge Street,
Carleton Place, ON
K7C 2V8
jhenderson@carletonplace.ca

REQUEST FOR PROPOSAL (RFP)

RFP # REC2026- 01– Canteen Services



Request for Proposal - Canteen Services at the Carleton Place Community Centre/Arena

ISSUE DATE: February 3, 2026
CLOSING DATE: March 13, 2026
CLOSING TIME: 12:00 noon

1. SUMMARY AND BACKGROUND

The Carleton Place Community Centre/Arena is a municipally owned facility located at 75 Neelin Street, Carleton Place, ON. It contains two (2) ice surfaces, two (2) banquet halls and one (1) boardroom.

The Town of Carleton Place is seeking proposals for the operation of the canteen.

2. GENERAL TERMS AND CONDITIONS

i) Submission of Proposals

Proposals are to be submitted on or before 12:00 noon local time on Friday, March 13, 2026 to:

Joanne Henderson, Manager of Recreation and Culture

175 Bridge Street,

Carleton Place, ON

K7C 2V8

jhenderson@carletonplace.ca

ii) Process Schedule

The Town of Carleton Place intends to utilize the following schedule in completion of this process. The Municipality reserves the right to amend the schedule should it be deemed necessary.

1. Issuance of RFP – February 3, 2026
2. Deadline for notice to submit/inquiries/clarifications – 12 noon local time on Friday, February 27, 2026
3. Response to Questions vis Addendum – 4pm local time on Monday, March 2, 2026
4. Deadline for submissions – 12 noon local time on Friday, March 13, 2026

Interested parties must submit a notice of intent to submit to the Manager of Recreation and Culture by email no later than noon on February 27, 2026. All inquiries regarding this Request for Proposal (RFP) are to be directed to the Manager of Recreation and Culture and must be received in writing via email no later than 12 noon on Friday, February 27, 2026. All inquiries received and the answers by the Manager of Recreation and Culture will be provided to all bidders by way of written addendum, no later than Monday, March 2, 2026 by 4:00 pm, without naming the source of the inquiry.

iii) Proposal Form

All proposals must be submitted to the Town of Carleton Place using the Carleton Place Community Centre/Arena Canteen Bid Submission Form, attached hereto as Appendix A which shall be signed by the bidder, with their business address clearly indicated. The Municipality will not be responsible for any lost documents. Only proposals submitted to Joanne Henderson at jhenderson@carletonplace.ca will be accepted.

iv) Cost of Submission

Bidders assume responsibility for all costs, expenses, loss, damage and liabilities incurred because of or arising from the invitation to bid.

v) Rejection of Proposals

The following proposals will be rejected:

- 1) Late proposal
- 2) Proposal not completed in ink or by non-erasable medium
- 3) Incomplete proposal
- 4) Canteen Bid Submission Form not signed
- 5) Canteen Bid Submission Form not used
- 6) Proposals submitted by hand.

vi) Errors and Omissions

It is understood, acknowledged and agreed that while this Request for Proposal includes specific requirements and specifications, and while the Town of Carleton Place has made considerable efforts to ensure an accurate representation of information in this proposal, the information is not guaranteed by the Town of Carleton Place to be comprehensive or exhaustive. Nothing in the proposal is intended to prevent the bidders from forming their own opinions and conclusions with respect to the matters addressed in the Request for Proposal. There will be no consideration of any claim, after submission of Request for Proposal, that there is a misunderstanding with respect to the conditions imposed by the contract.

vii) Insurance - Commercial General Liability

- 1) The Bidder shall, at their expense obtain and keep in force during the term of the Agreement, Commercial General Liability Insurance satisfactory to the Town of Carleton Place and underwritten by an insurer licensed to conduct business in the Province of Ontario.
- 2) The policy shall provide coverage for Bodily Injury, Property Damage and Personal Injury and shall include but not be limited to:
 - a) A limit of liability of not less than \$5 million/occurrence with an aggregate of not less than \$5 million
 - b) Add the Town of Carleton place as an Additional Insured with respect to the operations of the Named Insured
 - c) The policy shall contain a provision for cross-liability and severability of interest in respect of the Named Insured
 - d) Non-owned automobile coverage with a limit not less than \$5 million

- e) and shall include contractual non-owned coverage (SEF 96); Coverage to include damage caused by operating or moving vehicles
- f) Products and Completed Operations coverage
- g) Contractual Liability
- h) The policy shall provide 30 days' prior notice of cancellation
- i) Failure to Perform exclusion removed
- j) Lock-and-Key Replacement

Automobile Insurance

Standard Form Automobile Liability Insurance that complies with all requirements of the current legislation of the Province of Ontario, having an inclusive limit of not less than \$5 million per occurrence for Third-party Liability, in respect of the use or operation of vehicles owned, operated or leased by the Proponent.

Tenant's Legal Liability Insurance

Tenant's legal liability insurance for the actual cash value of the building as well as structures and equipment within the demised premises, including loss of use thereof.

Primary Coverage

The Bidder's insurance shall be primary coverage and not additional to and shall not seek contribution from any other insurance policies available to the municipality.

Certificate of Insurance

The Bidder shall provide a Certificate of Insurance evidencing coverage in force at least 10 days prior to contract commencement.

viii) Indemnification and Hold Harmless

The Bidder shall defend, indemnify and save harmless the Town of Carleton Place, its elected officials, officers, employees and agents from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury, sickness, disease or death or to damage to or destruction of tangible property including loss of revenue or incurred expense resulting from disruption of service, arising out of or allegedly attributable to the negligence, acts, errors, omissions, misfeasance, nonfeasance, fraud or willful misconduct of the Supplier, its directors, officers, employees, agents, contractors and subcontractors, or any of them, in connection with or in any way related to the delivery or performance of the Contract arising from this RFP. This indemnity shall be in addition to and not in lieu of any insurance to be provided by the Bidder in accordance with this Contract and shall survive this Contract. The Bidder agrees to defend, indemnify and save harmless the Town of Carleton Place from and against any and all claims of any nature, actions, causes of action, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever arising out of or related to the Bidder's status with WSIB. This indemnity shall be in addition to and not in lieu of any proof of WSIB status and compliance to be provided by the Supplier in accordance with this Contract and shall survive this Contract.

ix) Workplace Safety and Insurance Board (WSIB)

The Bidder will be deemed to be the employer of all the staff they bring to the facility and are required to have coverage under WSIB. The Bidder must provide a WSIB Certificate of Clearance indicating the coverage. WSIB coverage must be attached and remain in effect for the duration of the agreement.

x) Restriction of Use

The demised premises shall be used as a canteen only.

xi) Inspection/Access

The Bidder shall permit the Town of Carleton Place and its agents, at reasonable times, to enter and view the state of repair of the premises and to access the elevator mechanical room. The Town of Carleton Place will provide as much notice as possible and will do its utmost to provide at least 24 hours' notice unless access is required immediately due to elevator mechanical issues.

xii) Accessibility and Municipal Freedom of Information and Protection of Privacy Act

The Town of Carleton Place is committed to providing quality goods and services that are accessible to all persons. Documents are available in various accessible formats upon request. Individuals are advised to contact the Town of Carleton Place, and the Town will work with the individuals to provide a format that meets their needs.

Pursuant to Section 6 of Ontario Regulation 429/07, Accessibility Standards for Customer Service (the "Regulation") made under the Accessibility for Ontarians with Disabilities Act, 2005 (the "Act"), the Bidder shall ensure that all of their employees, agents, volunteers or others for whom they are responsible, receive training about the provision of goods and services provided to people with disabilities.

The Bidder shall submit, within ten (10) days of notification of award and with their signed Agreement, the completed "Appendix B - Representation, Warranty and Acknowledgement of Accessible Customer Service Training", provided their representation, warranty and acknowledgement that their employees, agents and volunteers or others, will have completed Accessible Customer Service Training.

If the Bidder does not provide the completed Appendix B as requested herein, the Agreement shall be terminated and shall be awarded to the next qualified Proponent.

Information for this Request for Proposal is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and is subject to this Act.

xiii) Code of Conduct

The Town of Carleton Place strives to provide a safe and healthy environment, free of conflict. The Town of Carleton Place expects the Bidder to conduct themselves in a manner consistent with the Code of Conduct, attached hereto as Appendix C, and shall not conduct themselves in a manner which may bring discredit to the Town of Carleton Place in a manner unbecoming of the Town of Carleton Place.

Generally, the Bidder, in day-to-day business activities, will have contact with customers, the general public, suppliers, etc. When interacting with others, the canteen operator is expected to be helpful,

courteous and pleasant and act with the utmost integrity and professionalism. The Bidder shall treat customers, members of the public, suppliers and municipal employees with professionalism and tact at all times.

If the Bidder fails to adhere to the Code of Conduct, attached hereto as Appendix C, it may result in the immediate termination of the lease.

xiv) Termination

Either the Bidder or the Town of Carleton Place may terminate the contract provided that either party provides the other with six (6) months’ written notice.

3. SCOPE

i) The Town of Carleton Place will lease the canteen space to the successful bidder for a period of three (3) ice seasons (2026-27, 2027-28, 2028-29). The term of the lease shall commence on July 1, 2026. Upon agreement between the parties, the bidder. The Town retains the option to extend the term of the contract for Two (2) Additional One (1) Year Terms based on satisfactory performance.

ii) The Bidder shall commit to providing canteen services, at a minimum, during the following timeframes:

MONTHS	DAYS OF WEEK	HOURS OF OPERATION
July and August	Monday to Friday inclusive	10:30 a.m. – 2:30 p.m. 5:00 p.m. – 9:00 p.m.
September to April	Monday – Friday	5:00 p.m. – 9:00 p.m.
	Saturday and Sunday	8:00 a.m. – 9:00 p.m.
May and June	Monday to Thursday inclusive	5:00 p.m. – 9:00 p.m.

It is also encouraged that the Bidder be open at other times when the building is open and when additional tournaments, special events are on. The Town of Carleton Place shall provide a list of tournaments and special event at the beginning of each ice season. The Bidder shall be notified of any additional tournaments and special events when added throughout the season. The Bidder shall provide the Town of Carleton Place with a weekly canteen schedule and updates on any changes.

iii) The Bidder shall be responsible for all canteen operations including purchasing, payment and inventory management of all products and supplies required for the preparation and delivery of food and non-alcoholic beverage service.

iv) The Bidder shall keep the premises free from all garbage and recycling and shall on a daily basis dispose of said garbage and recycling in an appropriate and legal manner. The Bidder must

make every effort to recycle following the guidelines of Circular Materials Ontario. The Town shall be responsible for garbage and recycling disposal in the remainder of the Arena facility.

- v) The Bidder shall be responsible for signage for the canteen operations. All signage shall be approved by the Manager of Recreation and Culture.
- vi) The Bidder shall sell food and drinks (excluding alcoholic drinks) only. To align with the Canada's Food Guide, and promote active and healthy living, the canteen menu shall offer healthy choices. The bid submission shall include a proposed menu as outlined in Appendix A. The Bidder shall provide the final menu before opening to the Manager of Recreation and Culture that shall include traditional and healthy options as per the suggested outline:
 - a. Traditional snacks such as chips, cookies, chocolate bars, etc.
 - b. Healthy snacks such as granola bars, yogurt (tubes or other), cheese, fruit
 - c. Traditional meal items such as hotdogs, french fries, onion rings, etc.
 - d. Healthy meal items such as bagels & cream cheese, breakfast sandwiches, wraps, chili, salad, soup, etc.
 - e. Traditional drinks (respecting distribution agreements that are in place) such as soft drinks, coffee, tea
 - f. Healthy drinks (respecting distribution agreements that are in place) such as yogurt drinks, water, juice
 - g. Added value healthy food options - as proposed by the canteen operatorNo other merchandise other than food or drink items shall be available for sale through the canteen.
- vii) The Bidder shall supply copies of all Food Handler Certificates and other related certifications to the Town of Carleton Place.
- viii) The Town of Carleton Place shall provide:
 - a. the natural gas used for cooking equipment, namely the deep fryer
 - b. heat for the demised premises
 - c. hot and cold water and electricity to the demised premises
- xi) The canteen operation will be for a three-year term operating 12 months of the year and may vary according to the time of year outlined in Section 3. xvi) above
- ix) The Town of Carleton Place has the following canteen equipment located on site: deep fryer, hot chocolate machine, coffee machine, a refrigerator and freezer. The Bidder may submit a proposal for consideration by the Town for a lease-to-own arrangement for the equipment on site with the Bidder being responsible for any required repairs, maintenance, cleaning and/or replacement of the equipment during the term of the lease. The lease-to-own proposal would be an amount over and above the lease rate for the canteen. Payments for the lease-to-own arrangement would be made on a monthly basis over the initial three (3) year lease term. Under this arrangement, the Town remains the owner of the equipment until all lease-to-own payments have been made.

Should the Bidder not be interested in a lease-to-own arrangement for the equipment currently located within the canteen, the Town shall remove the equipment prior to the start of the lease Term, and the Bidder shall be responsible to provide their own equipment.

- x) The canteen is equipped with a Fire Suppression System which is required to meet NFPA96 standards for the preparation of grease-laden foods. Should the bidder's menu include the preparation and selling of cooked foods, the Bidder shall be responsible for the cleaning, maintenance and inspection of the Fire Suppression System. The Bidder shall be responsible for the maintenance of all other ancillary equipment at their discretion.
- xi) The Carleton Place Community Centre/Arena facility is under contract with Pepsi. The Bidder shall abide by Pepsi's purchasing requirements accordingly.
- xii) Organizers of events at the Carleton Place Community Centre/Arena (i.e. hockey tournaments) shall be permitted to hold bakes sales, etc. in the facility though not to sell commercial food products. Event organizers may approach the Bidder to provide food for these events.
- xiii) The Bidder agrees to obtain all required permits, licenses, certificates and insurance to provide a food service canteen on the Premises. Proof of permits, licenses and certificates shall be provided prior to the signing the lease agreement and the provincial business permit shall be posted on site at the canteen.
- xiv) The successful Bidder shall identify and be responsible for any leasehold improvement(s) necessary for the operation. Please note that proposed plans shall be subject to the Town's review and approval. The Bidder shall obtain any building permits required for leasehold improvements, if applicable.

4. BID SUBMISSION INSTRUCTIONS

i) Questions

All inquiries regarding this Request for Proposal (RFP) are to be directed to the Manager of Recreation and Culture and must be received in writing via email no later than 12 noon on Friday, February 27, 2026. All inquiries received and the answers by the Manager of Recreation and Culture will be provided to all Bidders by way of written addendum, no later than Monday, March 2, 2026 by 4:00 pm, without naming the source of the inquiry.

ii) Bid Submission and Closing Date

Bids must be submitted by email to the undersigned prior to the closing date of 12:00 noon on Friday, March 13, 2026:

Joanne Henderson - Manager of Recreation and Culture
jhenderson@carletonplace.ca

iii) Canteen Bid Submission Form

All proposals must be submitted to the Town of Carleton Place using the Carleton Place Community Centre/Arena Canteen Bid Submission Form, Appendix A hereto, and shall be signed by the bidder, with their business address clearly indicated. The Town of Carleton Place shall not be responsible for any lost documents.

iv) Lease Fees

The minimum monthly lease fee shall be \$850.00 per month (plus HST), and payable on the first day of each and every month. Bidders should be aware that this is the minimum monthly bid amount though bidders may consider submitting a bid over and above this amount which will be considered as one factor in the scoring for this RFP. The monthly rent amount accepted by the Town will increase each year of the contract by 3%. All offers at \$850.00 per month plus HST and above will be considered during the review of submissions.

Note: A \$1000.00 damage deposit is required at the time of signing the lease agreement. This deposit will be returned at the end of the lease if the Town agrees that no damage was done.

v) Experience

Proposals shall include examples of similar services provided by the applicant.

Proposals shall outline the experience and qualifications of the applicant and any other personnel who will be directly involved in the operations.

vi) References

Proposals shall list businesses, organizations or individuals who will supply a reference as to the level and quality of service provided by the Bidder. Please supply a minimum of three (3) such references including name, phone number, and email information for each reference.

vii) Value Added Service

Respondents to this RFP shall outline in their proposal submission, any value-added services that will be provided throughout the lease term. The Town of Carleton Place shall consider the proposed services when reviewing and evaluating the proposal.

Respondents may have some innovative ideas they wish to include in the proposal. As long as they do not interfere with any of the requirements of this RFP, the Town of Carleton Place is prepared to consider suggestions made. Be sure to specify whether any such ideas are included as an optional or required part of the proposal.

5. PROPOSAL EVALUATION

The Town of Carleton Place shall evaluate each proposal to determine the proposal which provides the best overall value to the Town, using the following criteria:

- a. Proponent's menu choices and menu pricing - **30%**
- b. Proponent's experience and qualifications in the delivery of canteen services - **20%**
- c. Proponent's approach and methodology in providing the services required in this RFP (including value added services, hours of operation, and staffing practices) - **15%**
- d. Monthly lease proposal – **35%**

viii) MUNICIPAL RIGHTS AND OPTIONS

The Town of Carleton Place, in their sole discretion, reserves the following rights:

- Supplement, add to, delete from or change this RFP;
- Determine which Operator, if any, should be selected for negotiations;
- Reject any or all proposals or information received pursuant to this RFP;
- Cancel this RFP with or without the substitution of another RFP;
- Request additional dates or information after the submittal date, if such data or information is considered pertinent to aid in the review and selection process;
- Conduct investigations with respect to the qualifications and experience of each Bidder;
- Take any actions affecting the RFP or the services or facilities subject to this RFP that would be in the best interest to the Town of Carleton Place;
- Require one or more Operators to supply, clarify or provide additional information in order for the Town of Carleton Place to evaluate the proposals submitted;
- Interview the Operators;
- Waive any informalities or irregularities in the submittals or to re-advertise; and
- That the highest, or any bid, will not necessarily be accepted either individually or collectively.

Appendix A



Town of Carleton Place Canteen Bid Submission Form

Name of Operator/Business: _____

Address: _____

Telephone: _____ Cell: _____ Fax: _____

Email: _____

Contact: _____ Title: _____

HST Business Number: _____

Proposed Monthly Rent to the Town of Carleton Place excluding HST

\$

Experience

Please list relevant experience below.

Proposed Menu Including Prices

Please attach additional page(s) if more space is needed.

References

Please list three (3) related references below

Value Added Services

Describe any innovative ideas or value-added services that will be provided while operating the canteen. The Town of Carleton Place will consider the proposed services when reviewing and evaluating the proposal. Be sure to specify whether any such innovative ideas are optional or required as part of the proposal.

I/We, the undersigned, herewith propose to supply Canteen Services, in accordance with the specifications issued by the Town of Carleton Place.

Name of Operator/Business: _____

Authorized Signature: _____

Appendix B



Representation, Warranty and Acknowledgement Regarding Accessible Customer Service Training

REPRESENTATION AND WARRANT

(Insert Company Name) _____

Hereby represents and warrants that:

1. My/Our employees, agents, volunteers or others for whom I/We are responsible, will have successfully completed Accessible Customer Service Training prior to commencement of the Work on behalf of the Corporation of the Town of Carleton Place, in accordance with the award of the Canteen RFP.
2. The Accessible Customer Service Training provided will encompass the following training content:
 - a. A review of the purposes of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard;
 - b. How to interact and communicate with people with various types of disability;
 - c. How to interact with people with disabilities who use an assistive device, service animal or a support person;
 - d. How to use the equipment or assistive devices available on Corporate premises that are otherwise provided that may help with the provision of goods or services to people with disabilities;
 - e. What to do if a person with a particular type of disability is having difficulty accessing the Corporation's goods or services; and
 - f. The Corporation's accessible customer service policies, procedures and practices governing the provision of goods or services to people with disabilities.

ACKNOWLEDGEMENT

I/We, the undersigned, acknowledge and agree that this representation and warranty will be relied upon by the Corporation of the Town of Carleton Place and as such I/We solemnly provide this representation and warranty as if it was given under oath.

Company Name

Signature(s)

PRINT NAME

PRINT TITLE

Signature(s)

PRINT NAME

PRINT TITLE

Date

I/WE HAVE THE AUTHORITY TO BIND THE COMPANY

APPENDIX C



Canteen Operator Code of Conduct

The Town of Carleton Place strives to provide a safe and healthy environment, free of conflict. The Town of Carleton Place expects the canteen operator to conduct themselves in a manner that is consistent with the above statement. The canteen operator shall not conduct themselves in a manner which may bring discredit to the Town of Carleton Place or in a manner unbecoming of the Town of Carleton Place.

Professionalism and Conduct:

Generally, the canteen operator, in day-to-day business activities, will have contact with customers, the general public, suppliers, etc. When interacting with others, the canteen operator and their staff are expected to be helpful, courteous, properly attired and act with the utmost integrity and professionalism.

The canteen operator shall treat customers, members of the public, suppliers and municipal employees with professionalism and tact at all times.

Compliance with Laws and Regulations:

The canteen operator and their staff must adhere to all applicable municipal, provincial, and federal laws, including health and safety regulations, in addition to specific rules for the facility as determined by the Manager of Recreation and Culture.

Sanitation and Hygiene:

Strict food safety standards shall be maintained, often exceeding standards established by the Health Unit. This includes daily disposal of garbage, proper handling of food, and keeping premises neat and tidy.

Operational Constraints:

- The canteen shall operate within assigned areas, with no solicitation permitted outside the assigned canteen area.
- No materials that would increase fire hazards shall be permitted.
- Adherence to stipulated operating hours is mandatory.

