



## **CORPORATION OF THE TOWNSHIP OF NORTH GLENGARRY**

3720 County Road 34, Alexandria ON K0C 1A0

Fax: 613-525-1649 | Phone: 613-525-1110

### **REQUEST FOR PROPOSAL**

**RFP# CS-2026-01**

### **CANTEEN SERVICES AT THE MAXVILLE & DISTRICT SPORTS COMPLEX**

**Issue Date: Friday, July 17, 2026**

**Closing Date: Friday, July 31, 2026 at 14:00 (EDT)**

Proposals are to be submitted by email to [csdirector@northglengarry.ca](mailto:csdirector@northglengarry.ca)

All inquiries should be directed to Stephanie MacRae, Director of Community Services  
for the Township of North Glengarry: [csdirector@northglengarry.ca](mailto:csdirector@northglengarry.ca)

## **1. SUMMARY AND BACKGROUND**

The Township of North Glengarry invites qualified individuals, businesses, and organizations to submit proposals for the operation of the canteen facility located within the municipally-owned Maxville & District Sports Complex (MSC), situated at 25 Fair Street, Maxville, Ontario.

The Township is seeking an operator who will enhance the experience of arena users through excellent customer service, quality food and beverage offerings, and reliable operation of the canteen. The Township welcomes innovative proposals and encourages proponents to identify opportunities to improve service levels, menu options, and the overall customer experience.

The Township is currently accepting proposals from proponents who are interested in leasing space within the facility to operate a canteen and/or other approved services to facility users during the **2026-2027** and **2027-2028** ice rental seasons.

The initial lease term shall be for two (2) ice seasons commencing September 1, 2026 and ending April 30, 2028, with the possibility of renewal subject to mutual agreement.

The MSC is a year-round recreation facility that serves residents and visitors from across North Glengarry and surrounding communities. The facility hosts:

- Minor hockey programs
- Public skating activities
- School and community events
- Tournaments and special events
- Summer recreation programming

The canteen is an important amenity that supports the overall user experience and provides refreshments to patrons attending these activities.

## **2. GENERAL INFORMATION**

All forms as listed in the “Documentation to be Submitted” section must be submitted with this document or the Request for Proposal will be rejected.

Proponents are solely responsible for any expenses they incur in preparing the submission and for subsequent negotiations with the Corporation of the Township of North Glengarry (hereinafter referred to as Township), if any. If the Township elects to reject any or all

submissions or cancel the Request for Proposals at any time the Township will not be liable to any Proponent for any claims, whether for costs or damages incurred by the Proponent in preparing the request, loss of anticipated profit in connection with any final Contract, or any other matter whatsoever.

All changes to or clarifications of the terms, conditions or specifications required before closing will be issued by Stephanie MacRae, Director of Community Services, in the form of a written addendum posted to the Township's website [www.northglengarry.ca](http://www.northglengarry.ca).

Questions can be directed to:

Stephanie MacRae

Director of Community Services

613-525-3199

[csdirector@northglengarry.ca](mailto:csdirector@northglengarry.ca)

Proponents are encouraged to review all information contained within this Request for Proposal and familiarize themselves with the facility, operating requirements, and conditions that may affect their proposal.

The documentation comprising any Request for Proposal submitted, along with all correspondence, documentation and information provided to the Township by any Proponent in connection with, or arising out of this Request for Proposal, once received by the Township:

- a. Shall become the sole and unfettered property of the Township;
- b. Shall become subject to the Municipal Freedom of Information and Protection of Privacy Act ("MFIPPA"), and may be released, pursuant to that Act.

Because of MFIPPA, Proponents are advised to identify in their Request for Proposal, submission any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury.

The Township is committed to providing quality goods and service that are accessible to all persons that it serves. Documents are available in various accessible formats upon request. Individuals are advised to contact the Township Office and the Township will work with the individuals to provide a format that meets their needs.

The Township reserves the right to reject proposals from proponents whose past performance on municipal contracts or leases has been unsatisfactory.

The Township reserves the right to accept any proposal, reject any proposal, waive minor irregularities, or cancel this Request for Proposal at any time without obligation to any proponent.

### **3. SUBMISSION INFORMATION**

#### **3.1 Submission of Proposals**

Proposals are to be submitted on or before 14:00 local time on Friday, July 31, 2026 to:

Stephanie MacRae  
Director of Community Services  
3720 County Road 34,  
Alexandria, ON  
K0C 1A0  
[csdirector@northglengarry.ca](mailto:csdirector@northglengarry.ca)

A candidate may withdraw or substitute all or part of their proposal at any time up until the closing date and time of the proposal. The last proposal received will supersede and invalidate all previous proposals submitted by the candidate.

All proposals must clearly indicate the following:

- Proposed monthly rent to be paid for the canteen space for a term of 8 months (may vary according to ice time start beginning of September until April);
- Confirm the understanding of the hours of operation of the canteen
- Commit that adequate commercial liability insurance will be in place at no less than \$2,000,000 per occurrence naming the Township of North Glengarry as additional insured by the time the lease begins.

#### **3.2 Documentation to be Submitted:**

The following minimum list of items must be included within your submission in order to be evaluated:

- a) Cover Letter
- b) Description of Relevant Experience and Qualifications
- c) References (minimum one)
- d) Operating Plan, including:
  - proposed menu offerings

- intended operating hours
- staffing approach

e) Proposed Monthly Rental Payment

### **3.3 Process Schedule**

The Township of North Glengarry intends to utilize the following schedule in completion of this process. The Township reserves the right to amend the schedule should it be deemed necessary.

1. Issuance of RFP – July 17, 2026
2. Deadline for notice to submit/inquiries/clarifications – 14:00 local time on Monday, July 27, 2026
3. Response to Questions – Wednesday, July 29, 2026
4. Deadline for submissions – Friday, July 31, 2026 at 14:00 local time
5. Report presented to Council for Review and Approval: Monday, August 10, 2026

The Township reserves the right to make adjustments to the above noted schedule as necessary.

### **3.4 Site Visitation**

A walk through at the site is not mandatory but is strongly recommended.

Proponents are encouraged to inspect the facility prior to submitting a proposal. Submission of a proposal indicates that the Proponent has satisfied themselves as to the condition of the facility, available equipment, storage space, operating environment, and other factors that may affect the successful operation of the canteen.

Proponents requesting a site visit must arrange a date and time with the Director of Community Services by contacting Stephanie MacRae at [csdirector@northglengarry.ca](mailto:csdirector@northglengarry.ca) or 613-525-3199.

### **3.5 Selection and Negotiation**

The Township will evaluate proposals based on the overall value offered to the Municipality, including:

- Proposed monthly rental revenue to the Township
- Relevant experience and qualifications
- Proposed operating plan and service offering
- References
- Overall benefit to facility users

The proposal offering the highest overall value may not necessarily be the proposal offering the highest monthly rent.

Following evaluation, the Township may enter into discussions or negotiations with one or more proponents prior to selecting a preferred proponent.

The Township reserves the right to negotiate lease terms, operating requirements and other conditions with the preferred proponent prior to entering into a formal agreement.

Copies of all questions, answers and addenda will be posted on the Township website.

Only formal written responses issued by the Township shall be binding.

### **3.6 Proposal Validity Period**

Proposals shall remain valid for a period of sixty (60) days following the submission deadline.

## **4. RENTAL SPACE:**

The canteen is located adjacent to the main entrance lobby of the MSC.



**The employees of the Township of North Glengarry will be permitted to enter into the canteen at any time during/outside of the canteen's hours of operation for the purposes of maintenance or during an emergency.**

The MSC will absorb the utility costs for the canteen space and the Proponent will manage and retain revenue from sales in exchange for the lease payment to the Township.

The hours of operation may be adjusted according to the needs of the facility. Generally, weekly hours during the ice season are as follows:

Monday to Thursday: 5:00 pm to 8:00 pm

Friday: 5:00 pm to 10:00 pm

Saturday: 8:00 am to 8:00 pm

Sunday: 8:00 am to 8:00 pm

The Community Services Department will make weekly schedules available to the Canteen Operator. It is the expectation that the successful proponent shall operate the canteen during all regularly scheduled prime-time ice rental periods unless otherwise approved by the Township.

## **5. PROPOSED SERVICES AND OPERATING REQUIREMENTS**

### **5.1 Proponent Experience**

The successful proponent should demonstrate experience in food service operations, customer service, hospitality, event concessions, or related fields. Proponents without direct canteen experience may identify transferable skills and relevant experience.

### **5.2 Menu and Service Offering**

The Township encourages a menu that balances traditional arena favourites with healthy food and beverage options. Proponents are encouraged to describe their proposed menu, pricing philosophy, special offerings, and customer service approach.

### **5.3 Regulatory Compliance**

The successful proponent will be responsible for maintaining all licences, permits, certifications and approvals required to operate the canteen and shall comply with all applicable federal, provincial and municipal requirements.

### **5.4 Pricing**

Prices quoted are to be in Canadian funds.

### **5.5 Facility Maintenance and Cleanliness**

The successful proponent shall maintain the canteen area, food preparation areas, serving areas and any assigned storage space in a clean, safe and sanitary condition at all times. All waste generated through the operation of the canteen shall be disposed of in accordance with applicable health regulations and Township procedures.

## **6. TOWNSHIP RESPONSIBILITIES**

### **6.1 Canteen space and storage**

The Owner will provide access to existing canteen space and separate additional storage for food products. The MSC will provide the existing canteen equipment at no cost to the Proponent. A list of existing equipment will be provided to the successful proponent and acknowledged by both parties prior to commencement of the lease. The Proponent will be responsible for purchase or lease of ancillary equipment such as a popcorn maker, pots and pans at their discretion.

The Proponent will have rights to the canteen space and separate storage only. During special events (typically only for events such as tournaments, weddings, agricultural shows and fairs, etc.), other vendors may be permitted in the facility and on the grounds of the facility.

## **7. PROPONENT RESPONSIBILITIES**

### **7.1 Obligations**

- i. The successful proponent shall be responsible for staffing, inventory, food preparation, equipment not provided by the Township, cash handling, point-of-sale systems, and all day-to-day operating costs associated with the canteen operation.
- ii. Indemnify and save harmless the Township, their officers and employees from and against any liability, loss, claims, demands, costs and expenses, including reasonable legal fees, occasioned wholly or in part by any negligence acts or omissions whether willful or otherwise by the Proponent, their agents, officers, employees or other persons for whom the Proponent is legally responsible.

### **7.2 Food Handler Certificate**

Copies of the Proponent's Food Handlers Certificate must be remitted to the Director of Community Services.



Copies of employees' Food Handlers Certificates must be remitted to the Director of Community Services prior to their start of work.

The successful proponent shall obtain and maintain all approvals required by the Eastern Ontario Health Unit and operate in compliance with all applicable health regulations.

### **7.3 Site Safety**

The successful proponent shall comply with all applicable health and safety legislation and maintain a safe environment for employees, volunteers, patrons, and visitors.

### **7.4 Damage Claims**

The successful proponent shall be responsible for any damage to Township property resulting from the actions or negligence of the proponent, its employees, agents, or contractors during the term of the lease.

### **7.5 Responsibility of Proponent Regarding Staff Under Their Employment**

In the event that any person employed by the successful Proponent gives just cause for complaint, the successful Proponent, upon notification by the Township in writing, shall not permit such person to continue in any future work arising out of this contract.

The successful Proponent personnel shall be required to be neat, polite, courteous at all times, and shall perform their duties in a manner which shall present a high level of public relations for the operator and the MSC.

### **7.6 WSIB**

If applicable, within 5 days of notification of acceptance and prior to the commencement of work provide the Township, at their own expense, with proof of WSIB coverage as required by Law.

### **7.7 Insurance**

Prior to commencing operations, the successful proponent shall provide evidence of Commercial General Liability Insurance with limits of not less than \$2,000,000 per occurrence and shall name the Township of North Glengarry as an Additional Insured.

The insurance shall remain in force for the duration of the lease term, and updated certificates shall be provided upon renewal.

**APPENDIX A - Proposal Evaluation Form**  
**RFP CS-2026-01**  
**Canteen Services at the Maxville & District Sports Complex**

1. Requests for Proposals (RFPs) shall be reviewed by the Township's Review Team.
2. The Township of North Glengarry shall utilize the following RFP Evaluation Form for each proposal.
3. Evaluation scores for RFP CS-2026-01 will use the categories and scores based on the submissions received.

Proponent: \_\_\_\_\_

Evaluator(s): \_\_\_\_\_

Date: \_\_\_\_\_

**Evaluation Criteria**

| <b>Evaluation Category</b>             | <b>Weight</b> | <b>Score Awarded</b> |
|----------------------------------------|---------------|----------------------|
| Proposed Monthly Rental Revenue        | 30            |                      |
| Relevant Experience and Qualifications | 25            |                      |
| Operating Plan and Service Offering    | 25            |                      |
| References                             | 10            |                      |
| Overall Benefit to Facility Users      | 10            |                      |
| <b>TOTAL</b>                           | 100           | ____ /100            |

**Comments:**

**Final Evaluation**

Total Score: \_\_\_\_ / 100

Evaluator Recommendation:

- ☐ Highly Recommended
- ☐ Recommended
- ☐ Recommended with Conditions
- ☐ Not Recommended