



**REQUEST FOR PROPOSAL #RFP-2026-04
FOR THE OPERATION OF THE CONCESSION BOOTH
AT THE CENTRE DUFFERIN RECREATION COMPLEX
2026-2027 ICE SEASON**

Submission Deadline: Tuesday, October 20, 2026, at 3:00:00 PM

Date of Issue: October 5, 2026

The Centre Dufferin Recreation Complex
200 Fiddle Park Lane
Shelburne, ON L9V 3C9

Telephone: (519) 925-2400
Website: www.shelburne.ca/cdrc

Part 1- Scope of Work:

1.1 General:

The Centre Dufferin Recreation Complex (CDRC) invites proposals from qualified individuals, businesses, community organization, or service clubs interested in operating the concession booth at the Centre Dufferin Recreation Complex (CDRC) for the 2026–2027 ice season. The successful proponent will be solely responsible for the operation of the concession booth, in compliance with all applicable public health, safety, and municipal regulations.

1.2 About the Facility:

The CDRC is located at 200 Fiddle Park Lane, Shelburne ON. The CDRC features an ice surface, an arena floor surface, a seasonal outdoor swimming pool and three upper-floor community rooms, known as the “Meeting Room”, “Pool View Room” and the “Town & Country Room”. The arena is open seasonally from approximately September 15th to March 31st.

The CDRC is a busy recreation facility serving residents and visitors throughout the ice, arena floor and summers seasons. The facility hosts organized sports, public skating programs, tournaments, special events, school activities, and community functions that generate significant participant and spectator traffic. For the 2025-26 ice season, the CDRC ice rink was rented for an average of 40 hours a week.

Major User Groups - The facility is currently utilized by, but not limited to:

- Shelburne Minor Hockey Association
- Shelburne Muskies Sr AA Hockey Club
- Skate Canada Shelburne Skating Club
- Adult Recreational Hockey Programs
- Vets Minor Lacrosse
- Shelburne Minor Ball Hockey
- Public Skating Programs
- Tournaments and Special Event
- Community Rentals and Functions

Attendance levels vary throughout the season and may increase significantly during tournaments, AA hockey events, minor hockey weekends, skating events, holiday periods, and special events. The successful proponent should anticipate increased demand during these periods and ensure adequate staffing and inventory levels are maintained.

Opening hours may vary depending on facility rentals, but are typical facility activity occurs during, but not limited to:

- Monday to Friday: 5:00 PM to 9:00 PM
- Saturday: 8:00 AM to 5:00 PM
- Sunday: 1:00 PM to 8:00 PM

1.3 Expectations & Responsibilities of the Successful Applicant:

The successful proponent will be responsible for the full operation of the concession booth at the Centre Dufferin Recreation Complex during the 2026–2027 ice season. This includes purchasing all necessary food and supplies, preparing and serving food and beverages, maintaining the cleanliness and safety of the booth, and ensuring compliance with all applicable health, safety, and food handling regulations as outlined by the Wellington-Dufferin-Guelph Public Health unit. This shall include having any necessary certificates or licenses posted at the concession booth as required by the public health unit.

The successful proponent will be expected to provide prompt and courteous service to arena patrons and strive to have the booth open during scheduled ice times and arena events.

The successful proponent is responsible for providing their own janitorial supplies and ensuring proper disposal of waste and recyclables. The successful Proponent shall (if applicable) provide a list of employee names(s) and telephone number(s) to the CDRC and shall be responsible for ensuring the list is updated as changes occur.

1.4 Food Handler Certification

The Successful Proponent operating the concession booth must hold a valid Food Handler Certificate in accordance with the requirements set out by Ontario's Health Protection and Promotion Act and the Ontario Food Premises Regulation (O. Reg. 562). Certification must be obtained through an approved food handler training program that meets provincial standards, such as those outlined at www.ontario.ca/page/food-handler-training-and-certification.

1.5 Equipment:

The Successful Proponent may have use of all CDRC-owned equipment located within the concession booth. The Successful Proponent shall maintain all equipment, including regular cleaning, preventative maintenance, and regular cleaning of all fryers and grills.

The CDRC shall provide all regular cleanings of the exhaust system located in the concession booth as required at the sole discretion of the Facility Maintenance Manager.

The Successful Proponent shall be responsible for all legislated inspections related to the operation of the concession booth and is required to provide all necessary documentations at time of these inspections to the appropriate authorities, such as a valid food handlers certificate. The Successful Proponent is required to have all necessary documentation posted at the concession booth.

The CDRC, at its discretion, may replace like-for-like equipment within the concession booth at such a time as it deems necessary.

1.6 Facility Access:

The successful Proponent will be provided with access to the concession booth during regular business-operating hours. The Successful Proponent will be provided with all necessary keys and once the contract is signed.

All deliveries must be made directly to the Successful Proponent. The CDRC staff are not responsible for and will not receive or coordinate the receipt of food products or supplies for the concession booth.

1.7 Exclusive Beverage Agreement:

The CDRC maintains an exclusive beverage agreement with Pepsi. Accordingly, only Pepsi products may be sold, served, or distributed through the concession booth. Competing beverage products are prohibited and all beverage offerings must comply with the CDRC's agreement with Pepsi.

1.8 Insurance & WSIB:

If the proponent intends to hire staff, all employees must be properly trained and covered by a valid WSIB Clearance Certificate. A valid WSIB Clearance Certificate must be submitted to the Township before the first day of operation and kept current for the full duration of the rental period.

Additionally, the successful proponent must provide proof of **Commercial General Liability insurance** to insure against loss or damage resulting from bodily injury, death, or damage to property, underwritten by an insurer licensed to conduct business in the Province of Ontario, for a limit of not less than **\$2,000,000** per occurrence.

This policy shall include, but is not limited to:

- a) Name the Town of Shelburne, Town of Mono, Township of Amaranth, Township of Melancthon and the Centre Dufferin Recreation Complex as certificate holders and as additional insured
- b) Cross-liability and severability of interest
- c) Blanket Contractual
- d) Products and Completed Operations
- e) Premises and Operations Liability
- f) Personal Injury Liability
- g) Contingent Employers Liability
- h) Owners and Contractors Protective
- i) Broad Form Property Damage
- j) The policy shall include 30 calendar days' notice of cancellation.

The successful proponent will also be required to carry Equipment Breakdown Insurance in an amount equivalent to the total value of the contents and stock they will be storing and using in the concession booth.

Equipment Breakdown Insurance covers sudden and accidental mechanical or electrical breakdowns of equipment—such as refrigerators, freezers, fryers, or other kitchen appliances—that are essential to the operation of the booth. This insurance helps ensure that the contractor can quickly recover or replace essential equipment without significant disruption to service or loss of stock.

Proof of both Commercial General Liability Insurance and Equipment Breakdown Insurance must be submitted within **ten (10) business days** of being awarded the contract, and coverage must remain active throughout the term of the contract.

1.9 Term of Agreement:

The concession agreement shall expire on March 31, 2027.

Subject to satisfactory performance and mutual agreement of both parties, the CDRC may, at its sole discretion, renew the agreement annually for up to **two (2) additional one-year terms** without issuing a new Request for Proposals.

The CDRC will review the concession operation annually, including operating performance, customer service, compliance with agreement requirements, and overall satisfaction with the services provided, prior to considering any renewal.

The successful proponent will be required to enter into a Concession Agreement with the Centre Dufferin Recreation Complex prior to commencing operations.

1.10 Rights of the CDRC:

The Centre Dufferin Recreation Complex reserves the right to accept or reject any or all proposals, or to delete parts of items or entire items if it is deemed to be not in the best interest of the CDRC. The CDRC is not obligated to accept the lowest, highest, or any proposal submitted.

The CDRC reserves the right to cancel this RFP at any time without any liability for any loss, damage, or costs incurred by the proponent because of its cancellation. The CDRC also reserves the right to seek clarification from proponents on the start and end dates supplied in the proponent's application.

The CDRC also reserves the right to reject any application that fails to comply with the requirements set out in this RFP. This includes if the bidder does not provide all mandatory documentation, or if the documentation provided does not furnish satisfactory evidence of the proponent's experience or ability.

1.11 Confidentiality:

The CDRC is subject to the Freedom of Information and Protection of Privacy Act. The Act creates a right to access records in the custody or under the control of the CDRC, subject to the specific exception in that right set out in the Act. The CDRC will receive all proposals submitted in confidence. With respect to the Act, the CDRC cannot guarantee that information contained in any proposal will remain confidential if a request for access is made under the act.

1.12 Responsibilities of the Applicant:

The Proponent, and his/her employees shall not enter any dispute with and shall maintain a courteous relationship with the community, all CDRC Staff, and public at all times.

The Proponent is solely responsible for the risk and cost of preparing and submitting their proposal. The Proponent shall ensure that the CDRC, its staff, agents, and officers are saved harmless from any liability whatsoever arising out of the Proponents performance or non-performance of the term of this contract.

1.13 Site Visits, Questions, Proposal Submission, & Deadline:

All persons interested in this opportunity must complete and submit a signed copy of Part 2- The Proposal Application Form.

Interested Proponents are encouraged to view the concession area prior to submitting a proposal. To arrange a site visit or obtain information regarding the concession operation or questions regarding this opportunity are to be directed to:

Kim Fraser, Facility Administration Manager email: kfraser@shelburne.ca

Questions regarding this opportunity must be submitted by **October 14, 2026, at 2:00 PM. Responses to all questions will be shared publicly via an addendum posted on the CDRC's website by October 16, 2026.**

All applications must be submitted to kfraser@shelburne.ca by Tuesday, October 20, 2026, at 3:00:00 PM. Applications submitted after this deadline will not be considered.

All applications submitted must be clearly marked and named as "RFP 2026-04 Operation of the Food Booth – CDRC Arena 2026-2027 Ice Season".

Part 2- Proposal Application Form:

2026-2027 CONCESSION BOOTH OPERATION AT THE CENTRE DUFFERIN RECREATION COMPLEX

Name: _____

Company/Operational Name: _____

Mailing Address: _____

Phone Number: _____

Email: _____

Section A: Arena Season Rental Proposal

Please indicate your proposed monthly rental rate for the initial operating season. If you wish to be considered for potential future extensions, please also provide proposed monthly rental rates for the optional extension seasons.

Note: Submitting proposed rental rates for future extension years will not affect the scoring of your initial application and will not give any bidder preference during evaluation.

Season:	Dates:	Proposed Monthly Rent
Initial Contract Term	October 2026, to March 2027	\$
Optional Extension Year 1	October 2027 to March 2028	\$
Optional Extension Year 2	October 2028 to March 2029	\$

Do you intend to operate the concession booth for the full arena season (October to March)? ☐ Yes ☐ No

If “no”, please provide a detailed explanation, and the proposed dates you intend to operate:

Section B: Proposal Requirements:

Proposals shall include the following information:

Proponent Information:

- Business, organization, or individual name
- Contact person
- Mailing address
- Telephone number
- Email address
- Relevant experience

Operating Plan – Provide a description of:

- Proposed operating hours
- Staffing plan
- Customer service approach
- Food safety practices
- Current food safety certifications (e.g., Safe Food Handling Certificate)
- Payment methods available to customers
- Experience operating a food service or concession facility

Menu and Pricing – Provide:

- Proposed menu items
- Proposed pricing structure
- Beverage offerings (Pepsi products only)
- Specialty or event-based menu options

Financial Proposal – Proponents shall indicate:

- The monthly rental amount they are prepared to pay; or
- The seasonal rental amount they are prepared to pay for the term of the agreement.

References:

The CDRC reserves the right to request references from the preferred proponent.

Section C: Optional Spring-Summer Use (Mid-April to Mid-July, 2027)

Note: This is optional and will **not affect** your scoring for the arena season.

Would you like to request use of the booth during the summer months? ☐ Yes ☐ No

If yes, summer rate to be negotiated.

Section D: Terms and Conditions

As the proponent, I hereby certify my understanding that:

- Rental of the concession booth includes the use of all appliances.
- A draft booth operation contract is attached as Appendix A to this RFP.
- I have attached my WSIB Clearance Certificate (if applicable) or will provide it within 10 (ten) business days of being notified as the Successful Bidder.
- I understand that if proof of insurance and a WSIB Clearance Certificate (if applicable) are not provided to the CDRC within ten (10) business days of being notified as the Successful Bidder, the contract may be awarded to another bidder.
- I as the Proponent am solely responsible for the risk and cost of preparing and submitting my proposal.
- The CDRC will not be held liable for any and all operational losses at any time during the contract, regardless of any circumstances that may be presented in the operation of the facility.
- The CDRC reserves the right to cancel this RFP at any time without any liability for any loss, damage, or costs incurred by the proponent because of its cancellation.
- The CDRC reserves the right to seek clarification from myself on any of the information supplied in the application if necessary.
- All applications must be submitted to the Centre Dufferin Recreation Complex by 3:00 p.m. on Tuesday, October 20, 2026. Applications submitted after this deadline will not be considered.

Signature of Applicant

Date

Part 3 – Evaluation of Proposals

Proposals will be evaluated using the following criteria:

Evaluation Criteria	Weight
Experience and Qualifications	20%
Operating Plan and Staffing Approach	25%
Menu Variety, Quality and Pricing	20%
Ability to Meet Facility and User Needs	25%
Financial Proposal (Rent Amount)	10%
Total	100%

The CDRC may request clarification or additional information from proponents during the evaluation process.

The CDRC is not obligated to accept the highest financial proposal or any proposal submitted. The successful proposal will be determined based on the overall value and benefit to the CDRC and facility users.



Appendix A
CONCESSION BOOTH OPERATION CONTRACT

The Centre Dufferin Recreation Complex
-- AND --

I, _____, hereinafter referred to as the Tenant, agree to enter into a contract with The Centre Dufferin Recreation Complex, hereinafter referred to as the Landlord, for the operation of the concession booth at the Centre Dufferin Recreation Complex for the 2026–2027 ice season.

Term of Agreement

- This agreement shall commence _____, 2026 and automatically terminate March 31, 2027, unless extended by mutual written agreement.
- At the sole discretion of the Landlord, up to two (2) additional one-season extensions (September 2027 to March 2028 and September 2028 to March 2029) may be offered to the Tenant following the successful completion of the initial contract term.

Rental Payments

- The monthly rent, as accepted by the Landlord, shall be \$ _____ plus H.S.T. and is payable monthly upon receipt of an invoice.
- The monthly fee may be pro-rated for the first and last months of the operating season, depending on the opening and closing dates of the arena, or a delay in opening at the beginning of the season.

Operation of Booth

- The Tenant agrees to have the booth open during all scheduled ice rental times and arena events, as coordinated with the CDRC Administration.
- Private functions (e.g., birthday parties, facility room rentals) may occur during arena operations. The Tenant is not required to operate unless otherwise indicated by the CDRC Administration.

Equipment & Maintenance

- The Tenant may have the use of all CDRC-owned equipment in the booth.
- The Tenant is responsible for regular cleaning, maintenance, and any legislated inspections required for equipment, including fryers, and refrigeration units.
- The Tenant shall maintain Equipment Breakdown Insurance equivalent to the value of their own contents, stock, and essential operating equipment.

Cleanliness & Food Safety

- The Tenant must maintain the booth in a clean, safe, and sanitary condition at all times and provide their own janitorial supplies.
- The Tenant is required to comply with Wellington-Dufferin-Guelph Public Health requirements and the Ontario Food Premises Regulation 562.
- The Tenant must have a valid Food Handler's Certificate for the entirety of the contract. The Tenant is responsible for maintaining this certification and any costs associated with obtaining the certification or recertifying.
- The Tenant agrees to sort and properly dispose of food waste and recyclables.

Insurance & WSIB

- The Tenant must maintain **Commercial General Liability Insurance** in an amount not less than **\$2,000,000**, naming the Town of Shelburne and the Centre Dufferin Recreation Complex as certificate holders and as additional insured. Proof of insurance must be submitted within ten (10) business days of contract signing and remain valid for the full term.
- If the Tenant hires employees, they must ensure all staff are properly trained and food safety certified and must submit a valid WSIB Clearance Certificate before their first day of work and keep it current throughout the contract.
- The Tenant is responsible for insuring their own contents and stock stored at the arena. The Township is not liable for theft, damage, or loss.

Responsibilities & Customer Service

- The Tenant is responsible for purchasing all necessary food and supplies, preparing and serving food, and providing friendly, reliable customer service to all patrons.
- Menus should include a variety of options and consider healthy or dietary-restricted choices (e.g., vegetarian, gluten-free).
- Only Pepsi products may be sold, served, or distributed through the concession booth. Competing beverage products are prohibited and all beverage offerings must comply with the CDRC's agreement with Pepsi.
- Any complaints or service concerns will be directed to and coordinated with the Working Foreman.

Termination

- Either party may terminate this agreement with 30 days' written notice.
- Failure by the Tenant to comply with this agreement may result in immediate termination at the Township's discretion.

This agreement will commence 2026 and can be terminated by either party with 30 days written notice. This agreement will automatically terminate on March 31, 2027, unless extended at the sole discretion of the landlord.

This agreement is executed on this day of , 2026.

Landlord:

Tenant: