

REQUEST FOR PROPOSALS

Canteen Operator – Day & Ross Community Centre

Municipality of Hartland, New Brunswick

RFP No.: 2026-001

Issue Date: July 19, 2026

Closing Date and Time: July 31, 2026 at 5:00 p.m.

Submission Email: info@townofhartland.com

Facility Location: Day & Ross Community Centre, 400 McLean Avenue, Hartland, NB

Primary Contact: Julie Stockford, Chief Administrative Officer / Clerk, Municipality of Hartland, 506-375-4357 ext. 200

Facility Tour Contact: Director of Public Works Jed Giberson, 506-328-7676

1. Overview

The Municipality of Hartland invites proposals from qualified individuals, businesses, or organizations to operate the canteen at the Day & Ross Community Centre (DRCC). The canteen is intended to provide reliable, affordable, safe, and friendly food and beverage service for arena users, spectators, teams, families, walkers, recreation participants, and visitors.

The selected proponent will be expected to enter into a separate Canteen Operator Agreement before receiving keys or beginning operations. The final agreement will be prepared by the Municipality and will address operational, access, maintenance, insurance, conduct, performance, and termination requirements. The terms outlined in this RFP are provided to help proponents understand the expected operating arrangement and do not, on their own, create a binding agreement.

2. Term and Rent

The anticipated primary operating term is expected to run approximately from **October 1 to March 31**, subject to the DRCC ice schedule and any adjustment included in the final agreement.

The anticipated monthly rent is **\$200.00 plus HST per month**, payable during the operating term, unless revised through the final selection and agreement process.

Proponents should assume that the selected operator will retain canteen sales revenue and will be responsible for business expenses such as staffing, inventory, taxes, supplies, licences, permits, insurance, and other operating costs, unless otherwise stated in the final agreement.

3. Required Ice-Season Operation

Proponents must describe how they would provide reliable canteen service during the period when ice is in, including coverage for scheduled arena activities such as hockey games, tournaments, public events, and other high-attendance ice-season bookings where canteen service is reasonably expected to be needed.

Proponents should explain how they would review the DRCC schedule, coordinate weekly coverage with the Municipality, and communicate as early as possible if coverage could not be provided for a scheduled event.

4. Optional Summer and Special Event Operation

Summer operation is optional and may be arranged by agreement between the operator and the Municipality. The operator may propose to open during summer months or for specific events such as ball tournaments, swim meets, Canada Day events, community tournaments, recreation events, or other special events.

Proponents may identify whether they are interested in summer or special event operation. Any such operation would be subject to municipal approval and the terms of the final agreement. If summer or special event service is not provided by the selected operator, the Municipality may consider other temporary food service options, subject to licensing, facility rules, and municipal approval.

5. Menu and Pricing

Proposals must include a sample menu with pricing. At minimum, the proposed menu must include at least 10 food or beverage items, at least two healthier options, affordable family-oriented pricing, and food and beverage options suitable for an arena environment.

Proponents should note that alcohol, cannabis, tobacco, vape products, lottery/video lottery products, and other restricted products will not be permitted unless specifically authorized in writing by the Municipality and permitted by law.

6. Proposal Requirements

Proposals must include the business or operator name and contact information, relevant food service or canteen experience, proposed ice-season operating plan, proposed summer or special event operating option if any, proposed menu and pricing, staffing plan, licensing and food safety plan, references, and confirmation that the proponent can meet insurance and agreement requirements.

7. Evaluation Criteria

Criteria	Weight
Ice-season reliability and coverage plan	30%
Menu, pricing, and healthy options	15%
Experience, references, and qualifications	20%
Staffing, communication, and operating approach	20%
Optional summer/special event service and community value	10%
Completeness and clarity of proposal	5%
Total	100%

The Municipality may interview proponents, request clarification, check references, negotiate with the preferred proponent, reject any or all proposals, or cancel and reissue the RFP.

8. Submission Instructions

Proposals must be submitted by email to **info@townofhartland.com** with the subject line **RFP 2026-001 – DRCC Canteen Operator**.

Deadline: July 31, 2026 at 5:00 p.m. Late proposals may be rejected.

Questions must be submitted in writing to Julie Stockford, Chief Administrative Officer / Clerk, by **[Insert question deadline]**. Responses may be issued by addendum.

9. Award and Agreement

The preferred proponent will be required to enter into a written agreement with the Municipality before receiving keys or beginning operations. The final agreement may incorporate relevant parts of this RFP, the successful proposal, insurance requirements, equipment information, access rules, communication expectations, and any negotiated terms approved by the Municipality.

Council approval may be required before award, depending on the final procurement and agreement structure.

10. Appendices

- Schedule A: Equipment Provided by the Municipality
- Appendix B: Proposal Submission Form
- Appendix C: Draft Agreement Terms for Information

SCHEDULE A – EQUIPMENT PROVIDED BY THE MUNICIPALITY

The following equipment list is provided for proponents' information and will be confirmed through an equipment condition checklist before the selected operator begins operations.

Quantity	Item / Model	Description	Brand / Manufacturer
1	BLU-E28M4	Oven, convection, countertop, 208V/1-PH	Blue Seal
1	BLU-SK2731U	Equipment stand, open base, with casters	Blue Seal
1	CST-CS-RMPT47	Prep table, mega top, 47", 2 door, 115V	CELCOLD
1	CST-CS-GDM40S	Cooler, merchandiser, 40" x 30" x 79", 2-door	CELCOLD
1	CST-CS-FWTC48	Freezer, worktop, 48", 2 door	CELCOLD
1	BAK-BMPW418	Warmer, pizza, 26", 4 shelf (18"), 120V	OMCAN
1	OMC-22118	Sink, 1 compartment, 24" x 24", no drainboard	OMCAN
1	OMC-19142	Worktable, all stainless steel, 30" x 30"	OMCAN
1	CST-CS-BW812	Faucet, pre-rinse	OMCAN
1	OMC-28631	Worktable, 24" x 48", open base, stainless steel top	OMCAN
1	OMC-47128	Cart, bussing, plastic, gray	OMCAN
1	OMC-46319	Sink, hand, knee valve	OMCAN
1	OMC-44415	Induction burner, single, 1800W	OMCAN
1	THO-DSST-3015-SS	Worktable with undershelf, 30" x 15", all stainless steel	OMCAN

1	GAR-E24-36G	Griddle, electric, 36", countertop	Garland
2	DEA-SR114E	Fryer, electric, 40 lb capacity, 240/60/3-PH	IMPERIAL
1	DEA-2302884	Fryer joiner for SR114E	IMPERIAL
1	GAR-CS24-36	Equipment stand, 36", with casters and 2 front brakes	Garland
1	BUN-23400.6003	Coffee brewer, double, Axiom Twin-APS	Bunn
2	BUN-32125.0000	Airpot, 2.5L	Bunn
1	Model TA-CDS315-KIT	Three compartment sink	Tarrison Products
1	Model C1-27VCX-L	Reach-in refrigerator	EFI
1	Model F1-27VCX-L	Reach-in freezer	EFI
1	CS-RMPT47	Sandwich prep station	Cold Steel

APPENDIX B – PROPOSAL SUBMISSION FORM

Proponents may use this form to submit their proposal. Additional pages may be attached where more space is required. Proposals must be submitted by email to info@townofhartland.com by July 31, 2026 at 5:00 p.m.

1. Proponent Information

Business / Operator Name	
Primary Contact Name	
Mailing Address	
Phone Number	
Email Address	
Business Number / HST Number, if applicable	

2. Relevant Experience

Describe your relevant food service, canteen, concession, restaurant, event service, or business experience.

3. Proposed Ice-Season Operating Plan

Describe how you would provide reliable canteen service during the ice season, including proposed hours, coverage for games and tournaments, communication with the Municipality, and how you would address staffing or coverage issues.

4. Optional Summer or Special Event Operation

Indicate whether you are interested in operating during summer months or for special events. If yes, describe the types of events, proposed service approach, and any conditions or limitations.

Interested in summer or special event operation?	Yes / No
If yes, describe proposed approach.	

Any conditions or limitations?	
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5. Proposed Menu and Pricing

Provide a proposed menu with pricing. The menu must include at least 10 food or beverage items and at least two healthier options.

Menu Item	Price	Healthier Option?
		Yes / No
		Yes / No
		Yes / No
		Yes / No
		Yes / No
		Yes / No
		Yes / No
		Yes / No
		Yes / No
		Yes / No

6. Staffing and Communication Plan

Describe your proposed staffing plan, including who will be responsible for daily operations, how staff will be trained, and how you will communicate weekly schedules, closures, questions, or concerns to the Municipality.

7. Licensing, Food Safety, Insurance, and Compliance

Confirm whether you can obtain and maintain all required licences, permits, approvals, food safety training or certification, insurance, and any other requirements needed to operate the canteen.

Requirement	Can Comply?	Notes
Required licences, permits, and approvals	Yes / No	
Food safety training or certification	Yes / No	
Commercial General Liability insurance of at least \$2,000,000 per occurrence	Yes / No	

Municipality of Hartland named as additional insured	Yes / No	
Agreement requirements outlined in the RFP	Yes / No	

8. References

Provide up to three references who can speak to your food service, business, reliability, event service, or customer service experience.

Reference Name	Organization / Relationship	Phone / Email

9. Proposal Checklist

Item	Included?
Completed Proposal Submission Form	Yes / No
Relevant experience information	Yes / No
Ice-season operating plan	Yes / No
Optional summer or special event operating information, if applicable	Yes / No / Not applicable
Proposed menu and pricing with at least 10 items and two healthier options	Yes / No
Staffing and communication plan	Yes / No
Licensing, food safety, insurance, and compliance confirmation	Yes / No
References	Yes / No

10. Proponent Acknowledgement

By submitting a proposal, the proponent acknowledges that they have reviewed the RFP, understand that the RFP does not create a binding agreement, and understand that the selected proponent will be required to enter into a separate written agreement with the Municipality before receiving keys or beginning operations.

Authorized Name	
Title / Role	
Signature	
Date	

APPENDIX C – DRAFT AGREEMENT TERMS FOR INFORMATION

This appendix is provided for information only to show the types of terms the Municipality expects to include in a future Canteen Operator Agreement. It is not the final agreement and is not intended to be signed as part of the proposal submission. The Municipality may revise, add, remove, or negotiate terms before any final agreement is executed.

1. Possible Parties and Facility

A future agreement is expected to be between the Municipality of Hartland and the selected Canteen Operator for operation of the canteen at the Day & Ross Community Centre, 400 McLean Avenue, Hartland, New Brunswick.

2. Term and Rent

The final agreement is expected to identify the approved operating term, rent, payment schedule, and any seasonal adjustments. For proposal purposes, proponents should assume an operating term of approximately October 1 to March 31 and rent of \$200.00 plus HST per month, unless revised by the Municipality.

The final agreement is expected to confirm responsibility for canteen sales revenue and business expenses, including staffing, inventory, taxes, supplies, licences, permits, insurance, and operating costs.

3. Expected Ice-Season Operation

The final agreement is expected to require reliable canteen service during the ice season, including service for scheduled arena activities such as hockey games, tournaments, public events, and other high-attendance ice-season bookings where the Municipality reasonably expects canteen service to be needed.

The final agreement is expected to include requirements for reviewing the DRCC schedule, coordinating canteen coverage with the Municipality, and notifying the municipal contact as soon as possible if coverage cannot be provided for a scheduled event.

4. Optional Summer and Special Event Operation

The final agreement may allow summer operation or special event operation if approved by the Municipality. Proponents may request approval to open during summer months or for specific events such as ball tournaments, swim meets, Canada Day events, community tournaments, recreation events, or other special events.

Any summer or special event operation would be subject to municipal approval and the terms of the final agreement. If the selected operator does not operate for a summer event, the Municipality may allow other temporary food service options, subject to licensing, facility rules, and municipal approval.

5. Menu, Pricing, and Restricted Products

The final agreement is expected to require affordable, family-oriented food and beverage options suitable for an arena environment and may require at least two healthier options when the canteen is open.

The final agreement is expected to prohibit alcohol, cannabis, tobacco, vape products, lottery/video lottery products, and other restricted products unless specifically authorized in writing by the Municipality and permitted by law.

6. Licensing, Food Safety, and Compliance

The Operator is responsible for obtaining and maintaining all required licences, permits, approvals, and certifications before beginning operations. This includes, where applicable, a New Brunswick Food Premises Licence, required food safety training or certification, WorkSafeNB registration or clearance, CRA/HST registration, and any other required municipal, provincial, or federal approvals.

The final agreement is expected to require copies of required licences, permits, insurance documents, and certifications before the selected operator receives keys or begins operating.

7. Insurance

Before starting operations, the selected operator is expected to provide proof of insurance acceptable to the Municipality. At minimum, the Municipality expects Commercial General Liability insurance of at least \$2,000,000 per occurrence, with the Municipality of Hartland named as an additional insured, and coverage appropriate for food service operations and products liability.

The Municipality may require additional insurance terms or documentation before any final agreement is executed.

8. Equipment, Cleaning, and Maintenance

The final agreement is expected to identify the canteen space and equipment made available by the Municipality and may require an equipment condition checklist before operations begin.

The final agreement is expected to address routine cleaning, garbage removal, equipment care, repair reporting, responsibility for damage caused by misuse or negligence, and responsibility for inventory, disposables, smallwares, staff materials, and point-of-sale equipment.

The final agreement is expected to address hood, fan, and venting system cleaning and inspection, including the Municipality's role in arranging semi-annual professional cleaning and the selected operator's responsibility for routine cleaning, proper use, prompt reporting of concerns, and costs caused by misuse, negligence, excessive grease buildup, or failure to follow routine cleaning requirements.

The final agreement is expected to address garbage, recycling, and grease disposal, including use of approved receptacles and disposal methods, reporting of disposal concerns, and recovery of costs caused by misuse, negligence, excessive buildup, contamination, or failure to follow disposal requirements.

The final agreement is expected to restrict adding, removing, relocating, modifying, loaning, or permitting use of municipal equipment without written approval from the Municipality.

9. Permitted Use and Restrictions

The final agreement is expected to limit use of the canteen to food and beverage service for DRCC users, spectators, visitors, and approved events.

The final agreement is expected to restrict use of the canteen, municipal equipment, utilities, storage, or DRCC address for private catering, off-site catering, outside food production, unrelated business operations, or third-party use unless the Municipality gives prior written approval.

The final agreement is expected to restrict subletting, assigning, sharing, or transferring the canteen space or agreement without written approval from the Municipality and may clarify that the operator has no guaranteed exclusivity over all food entering the facility unless expressly stated.

10. Communication Protocol

The final agreement is expected to identify the Municipality's primary contact for contract matters and require the selected operator to identify one primary contact with authority to make operational decisions.

The final agreement is expected to include communication expectations for weekly operating schedules, schedule changes, closures, complaints, access concerns, and disputes. It may also clarify that municipal staff should not direct the operator's business decisions except through the primary contact or in urgent safety or facility situations.

11. Facility Access and Keys

The final agreement is expected to address keys or access credentials required for approved canteen operations, including safeguarding access, limiting access to authorized personnel, returning access credentials when required, and not blocking or interfering with municipal access to facility systems or emergency access points.

The final agreement is expected to reserve municipal access to the canteen for inspection, maintenance, emergency, health and safety, equipment, or operational reasons, with reasonable notice where practical and immediate access in emergencies.

12. Conduct and Professional Standards

The final agreement is expected to include conduct and professional standards for the selected operator and its staff, including respectful treatment of the public, teams, volunteers, municipal staff, officials, and other users; maintaining a clean, safe, and professional canteen; following municipal facility rules and applicable laws; and not interfering with municipal operations or other approved facility users.

The final agreement is expected to allow appropriate municipal action for serious misconduct, unsafe conduct, refusal to follow facility rules, or repeated unprofessional conduct.

13. Performance Management, Complaints, and Dispute Resolution

The final agreement is expected to allow the Municipality to review performance based on coverage of required games, tournaments, and events; cleanliness and food safety compliance; public complaints; communication and cooperation; and compliance with the agreement.

The final agreement is expected to include a process for addressing concerns, which may include informal discussion, written reminders, notices of concern, meetings, corrective action plans, notices of default, suspension, or termination, depending on the nature and seriousness of the concern.

14. Termination and Close-Out

The final agreement is expected to include a termination provision, including the notice period and process approved by the Municipality.

The final agreement is expected to allow termination for cause after written notice and reasonable opportunity to correct, where appropriate, and may allow immediate termination for serious breach, including lack of insurance or required licence, unsafe food operation, serious misconduct, unauthorized use, refusal of access, damage, illegal activity, or other serious risk to the Municipality, facility, or public.

The final agreement is expected to include close-out requirements on termination or expiry, including removal of operator-owned property, food, and inventory; equipment walk-through; return of keys and access credentials; cleaning; and recovery of costs caused by failure to comply.

15. No Signatures at RFP Stage

This appendix is not to be signed by proponents when submitting a proposal. Signature blocks will be included only in the final Canteen Operator Agreement prepared for the selected proponent after the RFP process is complete.