

Request for Proposals (RFP) Food Services Agreement

Athabasca Regional Multiplex Society (ARMS)

Issue Date: June 16, 2026

General Manager: Rhonda Alix, General Manager
Telephone: (780) 675-2967
E-mail: multiplexmanager@athabasca.ca

Closing Date and Time: **July 17, 2026**, at 1:00 p.m. (Mountain Time)

Concession Operations Start Date: Between August 31, 2026, and September 8, 2026

Proposals shall be submitted to:

Athabasca Regional Multiplex Society

Attention: Rhonda Alix, General Manager
2 University Drive
Athabasca, AB T9S 0A3

Proposals must be clearly marked:

"Athabasca Regional Multiplex Society – RFP Food Services Agreement"

Proposals may be submitted by one of the following methods:

- Hand delivered to the ARMS Front Desk
- Courier
- Mail
- Email to: multiplexmanager@athabasca.ca

Proposals must be received no later than the closing date and time specified in this Request for Proposals. Proposals received after the closing time will not be accepted and, where applicable, will remain unopened.

Table of Contents

1.	INTRODUCTION	3
2.	BACKGROUND	3
3.	OBJECTIVES	3
4.	SCOPE OF SERVICES.....	4
4.1	Facility, Equipment and Utilities	4
4.2	Exclusive Operating Rights	4
4.3	Contract Term	4
5.	OPERATIONAL REQUIREMENTS	5
5.1	Hours of Operation	5
5.2	Licenses and Permits.....	5
5.3	Insurance Requirements	5
6.	BEVERAGE PROGRAM	5
7.	PROPOSAL REQUIREMENTS	6
7.1.	Executive Summary.....	6
7.2.	Business and Operations Plan.....	6
7.3.	Menu and Pricing	6
7.4.	Experience.....	6
7.5.	Health and Safety.....	6
7.6.	Financial Capacity.....	6
7.7.	References	6
7.8.	Fee Proposal.....	6
8.	SUBMISSION INSTRUCTIONS.....	7
8.1	Site Visits	7
9.	TIMELINES	7
10.	EVALUATION CRITERIA.....	7
11.	GENERAL CONDITIONS.....	8
12.	CONFIDENTIALITY.....	8
13.	CONTACT	8

1. INTRODUCTION

The Athabasca Regional Multiplex Society (ARMS) invites qualified Proponents to submit a proposal for the provision of food and beverage services at the Athabasca Regional Multiplex facility located in Athabasca, Alberta.

This Request for Proposals (RFP) seeks an experienced operator to deliver concession and event-based food services that enhance customer experience, support facility operations, and contribute to the overall vibrancy of the Multiplex.

2. BACKGROUND

The Athabasca Regional Multiplex is a multi-use recreation facility serving the Town of Athabasca, Athabasca County, surrounding communities, and regional user groups. The facility includes:

- Fieldhouse
- Aquatic Centre
- Fitness Centre
- Ice Arena
- Curling Rink
- Meeting Rooms
- Concession/Lobby Area
- Lounge
- Common Areas
- Outdoor sports fields

The facility experiences high seasonal and event-driven traffic, including school programming, tournaments, community events, and private bookings.

The Athabasca Regional Multiplex Society is governed by representatives from the Town of Athabasca and Athabasca County. The facility has been in operation for approximately 18 years and includes a fully functional concession, commercial kitchen, and lounge.

The Multiplex is adjacent to the Edwin Parr Composite school with approximately 700 students.

3. OBJECTIVES

The objectives of this RFP are to:

- Deliver consistent, high-quality food and beverage services
- Provide value-driven menu options for diverse user groups
- Ensure efficient service during peak and off-peak periods
- Support facility events and programming needs
- Maintain cleanliness, safety, and regulatory compliance
- Foster a positive customer experience environment

4. SCOPE OF SERVICES

The successful Proponent will be responsible for the full operation of concession food services, including but not limited to:

- Concession operations
 - Event-based food service support
 - Staffing, training, and supervision
 - Procurement of all supplies, equipment, and consumables
 - Point-of-sale systems and payment processing
 - Menu development and pricing
 - Daily cleaning and sanitation of service areas
 - Waste handling within leased space
 - Maintenance of some equipment

- Optional catering services

The Proponent must comply with all applicable municipal, provincial, and federal regulations.

4.1 Facility, Equipment and Utilities

- ARMS will provide access to the existing concession area, commercial kitchen, lounge service area, fixed kitchen equipment, designated storage areas, tables, chairs, and utility services required for normal operations.
- The successful Proponent shall be responsible for supplying any additional equipment, small wares, utensils, point-of-sale systems, and operational supplies required to provide food and beverage services.
- Utilities including water, sewer, natural gas, and electricity will be provided by ARMS. Point-of-sale systems, banking fees, and payment processing costs shall be the responsibility of the Proponent.

4.2 Exclusive Operating Rights

- The successful Proponent shall be granted the exclusive right to operate concession food services within the Athabasca Regional Multiplex facility during the term of the agreement.
- ARMS reserves the right to permit food services for approved fundraising activities, special events, community events, tournaments, and other activities authorized by the General Manager.

4.3 Contract Term

- The successful Proponent will enter into a Food Services Agreement with ARMS for an initial term of three (3) years commencing between August 31, 2026, and September 8, 2026.
- The agreement may be extended for up to two (2) additional one-year terms upon mutual agreement of both parties and satisfactory performance by the Proponent.

5. OPERATIONAL REQUIREMENTS

5.1 Hours of Operation

The Proponent must maintain a regular schedule as follows:

September 1 to March 31:

- Monday–Thursday: 4:00 p.m. – 9:00 p.m.
- Friday: 4:00 p.m. – 10:00 p.m.
- Saturday: 9:00 a.m. – 9:00 p.m.
- Sunday: 9:00 a.m. – 5:00 p.m.
- The above hours may change due to user group bookings and scheduled events, subject to approval by the General Manager.

September 1 to June 30 (Aspen View Public Schools School Year):

- Daily service during school lunch hours
- Must be open for scheduled events

April 1 to August 31:

- Hours adjusted based on facility demand
- Must be open for scheduled events

The Proponent must also provide food services for all scheduled facility events unless otherwise approved by the General Manager.

5.2 Licenses and Permits

- The successful Proponent shall obtain and maintain all licenses, permits, certifications, inspections, and approvals required to operate food and beverage services within the Province of Alberta.
- The Proponent shall comply with all applicable municipal, provincial, and federal legislation, including Alberta Health Services food safety requirements.

5.3 Insurance Requirements

Prior to commencing operations, the successful Proponent shall provide proof of the following insurance coverage:

- Commercial General Liability Insurance with a minimum limit of \$5,000,000 per occurrence;
- Workers' Compensation Board (WCB) coverage for all employees;
- Automobile Liability Insurance where applicable;
- Any additional insurance required by law or reasonably required by ARMS.

Insurance coverage must remain in force throughout the term of the agreement.

6. BEVERAGE PROGRAM

The Proponent must participate in an exclusive beverage supply arrangement chosen by ARMS. The current approved primary supplier is PepsiCo. All applicable beverage products must be sourced through the approved supplier. Notwithstanding the foregoing, Red Bull products may also be authorized for resale, subject to ARMS approval and compliance with supplier agreements.

7. PROPOSAL REQUIREMENTS

Submissions must include the following:

7.1. Executive Summary

- Overview of proposed services
- Key advantages and value proposition
- Assumptions affecting operations

7.2. Business and Operations Plan

- Staffing model and scheduling approach
- Training programs and staff development
- Customer service strategy
- Operational scalability for events

7.3. Menu and Pricing

- Proposed menu
- Pricing structure

7.4. Experience

- Relevant food service experience
- Management qualifications

7.5. Health and Safety

- Food safety program
- Occupational health and safety policies
- WCB clearance confirmation

7.6. Financial Capacity

- Financial strength
- Startup funding resources
- Operational sustainability plan

7.7. References

- Minimum three (3) professional references

7.8. Fee Proposal

- Proponents shall provide a detailed fee proposal outlining the proposed financial arrangement with ARMS.
- The proposed base rent is **\$500.00 per month (\$6,000 annually)**.
- Proponents may submit alternative compensation structures, including revenue-sharing arrangements or hybrid models, for consideration by ARMS. All financial proposals shall be submitted in Canadian dollars (CAD).

8. SUBMISSION INSTRUCTIONS

- Proposals shall be submitted to:
 - Athabasca Regional Multiplex Society
Attention: Rhonda Alix, General Manager
2 University Drive
Athabasca, Alberta T9S 0A3
- Proposals must be clearly marked:
 - **"Athabasca Regional Multiplex Society – RFP Food Services Agreement"**
- Proposals may be submitted by:
 - Hand delivery to the ARMS Front Desk
 - Courier
 - Mail
 - Email to multiplexmanager@athabasca.ca
- Proposals must be received no later than the closing date and time specified in this RFP. Late submissions will not be accepted and, where applicable, will remain unopened.

8.1 Site Visits

- Proponents are encouraged to attend a site visit prior to submitting a proposal.
- Site visits may be arranged by contacting the General Manager. The purpose of the site visit is to allow Proponents to inspect the concession area, kitchen facilities, storage areas, lounge, and related service spaces.

9. TIMELINES

- RFP Issue Date: June 16, 2026
- Concession Operations Start Date: Between August 31, 2026, and September 8, 2026
- Questions Deadline: July 15, 2026
- Closing Date: July 17, 2026

10. EVALUATION CRITERIA

Proposals will be evaluated based on:

- Business Plan and Approach
 - Experience and References
 - Menu Quality and Pricing
 - Financial Capacity and Sustainability
 - Fee Proposal
-
- ARMS may request interviews, presentations, clarification of submissions, or additional information from any Proponent as part of the evaluation process.
 - ARMS reserves the right to accept or reject any proposal and is not obligated to award a contract based solely on the proposed financial return.

11. GENERAL CONDITIONS

- This Request for Proposals is not a tender and does not create contractual obligations between ARMS and any Proponent.
- ARMS reserves the right to accept, reject, or negotiate any proposal received.
- ARMS reserves the right to cancel, amend, or reissue this RFP at any time.
- All costs associated with preparing and submitting a proposal shall be borne solely by the Proponent.
- All submissions become the property of ARMS.
- The successful Proponent will be required to enter into a formal Food Services Agreement with ARMS prior to commencing operations.

12. CONFIDENTIALITY

All submissions are subject to applicable access to information and privacy legislation. Proponents should clearly identify any confidential information.

13. CONTACT

All inquiries regarding this Request for Proposals shall be directed to:

Rhonda Alix, General Manager

Athabasca Regional Multiplex Society

Phone: (780) 675-2967

Email: multiplexmanager@athabasca.ca

Questions regarding this RFP must be received no later than July 15, 2026.