



The Corporation of the Municipality of West Grey
Request for Expressions of Interest:
Concession Services for the Normanby Arena Complex

Expression ID: EOI-2026-001

Submission Deadline: August 11, 2026, at 11:00 a.m.

Late Submissions Will Not be Accepted.

Note: It is the submitter's sole responsibility to ensure their submissions are received by the time and date specified within the document, and that all required information is included.

The lowest cost or any Expression of Interest will not necessarily be accepted.

Name: _____

Objective

The Municipality of West Grey is seeking Expressions of Interest from individuals, community groups, or businesses that are interested in providing concession services at the Normanby Arena Complex, located at 112102 Grey Road 3, Ayton, ON, N0G 1C0.

The successful vendor will enter into a one-year Concession Services Agreement, with an option to extend the term for up to three additional one-year terms, subject to agreement by both parties in writing.

This opportunity is ideal for vendors who are eager to serve the public and contribute to the overall experience at one of West Grey's most popular recreational complexes.

Submission Instructions

The submission deadline is August 11, 2026, at 11:00 a.m.

The anticipated award date is August 20, 2026.

Sealed Expression of Interest documents must be submitted in-person at the West Grey Municipal Office or via the secure drop box at the front of the building, to the attention of:

Carly Steinhoff
Manager of Parks and Recreation
Municipality of West Grey
402813 Grey Road 4
Durham, ON N0G 1R0
519-369-2200 x 231

The Municipality reserves the right to cancel the Expression of Interest process and/or not proceed with this process at any time.

The lowest cost or any proposal will not necessarily be accepted.

Questions

All questions must be submitted in writing to:

Carly Steinhoff
Manager of Parks and Recreation
Municipality of West Grey
402813 Grey Road 4
Durham, ON N0G 1R0
519-369-2200 x 231
csteinhoff@westgrey.com

Background

The Municipality of West Grey is a vibrant rural municipality with a population of approximately 13,500. Most residents live in the four main settlement areas of Elmwood, Durham, Neustadt, and Ayton, and each community boasts a unique mix of business and recreation opportunities.

Facility Information

The Normanby Arena Complex, located in Ayton, is owned by the Municipality of West Grey and is a multipurpose recreation centre. It features a single regulation-sized ice pad, a community hall with a commercial kitchen, and a concession area.

The facility is a popular community gathering space in all seasons. During the winter months, the Normanby Arena Complex hosts minor hockey, recreational hockey, and hockey skill development. During the off-ice season, activities such as lacrosse, dryland sports, and community events are hosted in the facility.

The Normanby Arena Complex operates seven days a week during the ice season (typically September to mid-May); during the off-ice season, the Normanby Arena Complex operates on a reduced schedule based on programming.

Concession services must be provided during all hours of public recreation programming, which generally take place Monday – Friday, from 5:00 p.m. to close, and Saturdays, Sundays, and holidays from 8:00 a.m. to close. Arena closing times are subject to change and will vary depending on programming schedules.

The successful proponent will be provided with a schedule of major user group activities and programming.

The table below outlines the details of the concession area:

Item	Information
Concession Booth Size	• 210 square feet
Concession Equipment	• Two-compartment sink • Single upright residential refrigerator with upper freezer • Microwave • Single garbage container • Single recycling container • Commercial exhaust hood with fire suppression
Utilities	• Propane • Hydro
Service Counter	• Yes (with roll-up lockable door)
Other	• Single door for concession access • Access to facility maintenance room for the purpose of cleaning supplies (mop and bucket)

Site Tours

Interested parties are encouraged to arrange a viewing of the concession area prior to the closing date provided within this document. Arrangements for a site visit can be made directly with Carly Steinhoff, Manager of Parks and Recreation, via 519-369-2200 x 231 or csteinhoff@westgrey.com.

Scope of Expression of Interest

This Expression of Interest differs from conventional Tenders or Requests for Proposals in that it is an inquiry for the provision of concession services at the Normanby Arena Complex.

The Municipality of West Grey is under no obligation to enter into an agreement with a concessionaire as a result of this process. The Municipality may issue a subsequent Invitation to Tender or Request for Proposals for these services as a result of this Request for Expressions of Interest or based on any other information which may come to its attention.

The Municipality of West Grey reserves the right to proceed with concession services at the Normanby Arena Complex by contacting only parties deemed to most effectively meet the needs of the facility.

Submission Criteria

Expressions of Interest must include:

1. Name of individual or individual, business, or community group:
2. Brief description of business
3. Relevant experience in concession operations or similar relevant experience
4. Relevant food handling and safety qualifications
5. Proposed monthly lease rate payable to the Municipality of West Grey
6. Preliminary concession menu (e.g. hot and cold food)
7. Equipment that will be supplied by the operator.
8. Proposed hours of operation for ice/non-ice seasons
9. At least three (3) references

Operating Requirements

The Municipality of West Grey requires the following qualifications be met in order to operate the concession area at the Normanby Arena Complex:

- Proof of a minimum of five million dollars of commercial liability insurance that names the Municipality of West Grey as additional insured.
- Operator must be in good standing with the Grey Bruce Public Health Unit.
- Operator must provide proof of safe food handling qualifications.
- Operator must adhere to all relevant municipal, county, provincial, and federal bylaws, laws, and regulations.
- The sale of alcohol, tobacco, cannabis, or lottery items is not permitted.
- Deep fryer or grill (if applicable) must be propane fueled.

Evaluation

Rated Criteria	Maximum Points (Weight)
Applicant Outline and Experience	30
Menu	20
Operating Hours	20
Monthly Lease Rate	30
Total Weighted Points	100

For clarity, each rated criterion will be scored between 0-10:

- 0: submission is unacceptable, demonstrates little understanding of requirements.
- 1-4: submission is not adequate; misses key points.
- 5-6: submission meets basic expectations.
- 7-8: submission meets expectations and demonstrates an understanding of the requirements and how they will be met.
- 9-10: submission exceeds expectations and clearly demonstrates an understanding of the requirements and how they will be met.

Confidentiality of Submitted Information

Information is collected under the authority of the Municipal Act and will be maintained in accordance with the provisions of the Municipal Freedom of Information and Protection of Privacy Act and will not be disclosed except as required under that or any other Provincial or Federal Act.