



REQUEST FOR PROPOSALS: Exempt Compensation Review

For the Town of Smithers

RFP Number: Corp2026-02

Request Issue Date: Wednesday, February 4, 2026

Closing Date: 2:00 pm, Wednesday, March 4, 2026

Contact Person:

David Schroeter

Director of Corporate Services

dschroeter@smithers.ca

1027 Aldous Street, PO Box 879, Smithers, BC V0J 2N0

RFP documents are distributed through the BC BID platform (<https://new.bcbid.gov.bc.ca/>), and through the Town of Smithers.

There is no requirement for interested proponents to be pre-authorized or to register with BC Bid.

However, registration with the BC Bid system is recommended to ensure receipt of amendments.

Alternatively, contact the Contact Person above to be registered manually to ensure receipt of amendments.

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DEFINITIONS

Throughout this Request for Proposal, the following definitions will be used:

- “*Addenda*” or “*Addendum*” means a document(s) issued by the Town as a supplement to this RFP that corrects errors, explains inconsistencies, provides clarification or responses to questions submitted by Proponents, or otherwise details or updates information provided in the RFP.
- “*BC*” means the province of British Columbia.
- “*Council*” means the elected officials representing the Town of Smithers.
- “*Consultant*” means the consultant appointed by the Town to carry out all the duties, obligations, and services outlined in this RFP.
- “*Proponent*” means the corporation, sole proprietorship or other firm responding to this RFP.
- “*Review Committee*” means the internal review committee consisting of a minimum of three (3) staff from the Town’s Corporate Services and Finance Departments, determined by the Town to review and score shortlisted proposals.
- “*RFP*” means this Request for Proposal.
- “*Shall*” “*Must*” “*Will*” “*Mandatory*” means a requirement of this RFP that must be met for a proposal to receive consideration.
- “*Town*” means the municipality of the Town of Smithers.

1. PURPOSE

The Town of Smithers is requesting proposals from qualified consultants/ consulting firms to complete an exempt compensation and benefits review for exempt staff and establish a policy framework for compensating exempt within the Town of Smithers.

2. BACKGROUND

Set against the backdrop of Hudson Bay Mountain, the Town of Smithers is a small mountain community in the Bulkley Valley Region of Northwest British Columbia. The Town is located approximately midway between Prince George and Prince Rupert and is located on the Gidimt'en Clan and the Witsuwit'en people's traditional ancestral territory. Smithers is a "Town for all Seasons" and has a reputation as an exceptional place to live and work and play. The Town's pedestrian-friendly streets, unique natural settings, and vibrant community culture present a remarkable example of a thriving northern community, drawing thousands of visitors every year. With a compact downtown core and a population of 5,400, Smithers is the Bulkley Valley Region's economic, recreation, tourism and cultural hub, serving a regional population of approximately 15,000 people.

The Town of Smithers last conducted an exempt salary review in 2022 but has not reviewed its total compensation package since it was implemented in 2008. Since the 2022 review, the market for skilled local government professionals has become increasingly competitive and local economic pressures including affordable housing and inflation have made it difficult to recruit and retain qualified employees. Further, the Town formally introduced a middle management group in 2024.

The Town of Smithers has approximately 97 employees, fluctuating seasonally, with 20 of these employees being a part of the exempt group which includes

1. Chief Administrative Officer	2. Director of Corporate Services
3. Director of Operations	4. Director of Finance
5. Director of Community Services	6. Director of Development Services
7. Airport Manager	8. Fire Chief
9. Deputy Director of Corporate Services	10. Human Resources Manager
11. Manager of Planning and Climate Readiness	12. Manager of Engineering and Asset Leadership
13. Office of the Wet'suwet'en Ambassador	14. Manager of Economic Development
15. Deputy Fire Chief (Prevention, Education, Planning)	16. Deputy Fire Chief (Training & Operations)
17. Deputy Director of Operations	18. Engagement and Communications Officer
19. Executive Assistant	20. Deputy Director of Finance

3. SCOPE OF WORK

The consultant will review the Town's current exempt staff compensation; identify comparable municipalities based on competitive criteria; comparable position and community profile, and make recommendations on a compensation structure including salary, benefits, and other incentives possible in a public service context; salary bands or other systematic salary framework as is appropriate; policy recommendations that establish a framework for a comprehensive compensation program; draft an exempt compensation policy

that broadly outlines the total compensation and benefits associated with different classifications.

The Consultant shall provide the following services:

- Review the total compensation for exempt staff, including salary grid, benefits, leave accruals, and flexible work options to provide recommendations for a classification and total compensation plan.
- Review job descriptions to gain a solid understanding of the roles and responsibilities of each position to compare to other organizations, not relying on “title” alone as a comparator.
- Conduct a job evaluation, compensation review, and recommend a compensation model that supports a systematic and equitable pay structure.
- Complete an internal salary relationship analysis including the review of current salary administration guidelines, policies, and practices to ensure internal equity.
- Recommend a compensation pay structure including salary ranges for each job classification that defines the number of pay steps or minimum/maximum for each range for all regular exempt positions.
- Furnish a complete report with costing options and recommendations that will be provided to Council for decision support purposes.
- Participate in project kick-off, milestone, and wrap-up meetings with Town project team and prepare and present reports to Senior Staff and Council.
- Draft an Exempt Compensation policy generally outlining the compensation, accruals, and other entitlements of different classifications of exempt employees.
- Outline an implementation plan for the recommended approach that considers implications for service levels, taxpayer burden and long-term safety, security and viability of the organisation and its public assets.

The Scope of Work is not intended to be limiting or exhaustive. The consultant will develop a detailed project methodology and identify additional project tasks as necessary for the successful completion of the project based on their expertise and industry best practices.

Additional Requirements

The Town is seeking the following outcomes as a result of this project:

1. Ensure all existing exempt staff positions are fairly compensated in a salary structure within the context of comparable positions in the public sector.
2. Ensure the Town is able to effectively attract and retain employees through competitive and fair total compensation and benefits.
3. Support employee engagement by demonstrating a commitment to understanding market conditions.
4. Ensure the Town has a clear policy framework outlining total compensation and benefits supporting transparent policy supported decision making.

Project Reporting Structure

This project will be led by the Corporate Services Department with David Schroeter, Director of Corporate

Services acting as the project manager and main point of contact for the consultant. The Project Advisory Team will include the following positions:

- Director of Corporate Services
- Chief Administrative Officer
- Human Resources Manager
- Director of Finance

Town Responsibilities

Staff from the Town of Smithers will support the successful proponent by providing:

1. A list of all exempt positions and the current positions profile
2. Current Exempt Wage Bands
3. Exempt Group Benefits Plan
4. Current vacation, time in lieu, overtime, and banked time allocations provided to exempt staff.
5. Support to schedule meetings and presentations
6. Financial and organizational reference material for context.

Future Works

The Town reserves the right to engage the Consultant chosen from this RFP for future work related to this project.

Insurance Requirements

The Consultant shall maintain and pay for commercial general liability insurance for personal injury, bodily injury, and property damage combined for not less than two million dollars (\$2,000,000) and name the Town as additional named insured under the Consultant's insurance policy.

The Consultant shall maintain and pay for Professional Liability insurance with a limit of not less than One Million Dollars (\$1,000,000) per claim, covering errors, omissions, or negligent acts arising from the performance of professional services under this Contract.

The Consultant shall provide proof of insurance, satisfactory to the Town, prior to commencement of the services and upon request thereafter. All insurance policies shall contain a provision requiring the insurer to provide the Town with at least **thirty (30) days' written notice** of cancellation or material change.

4. TIMELINE

The project shall be completed no later than four (4) months after award or the proponent must provide an alternative schedule of dates based on the deliverables.

5. PROJECT BUDGET

The Town has established a budget of up to \$30,000 for consulting services, which is inclusive of all costs, excluding GST.

6. DELIVERABLES

The key deliverable expected, but not limited to are:

- Bi-weekly updates to the Project Manager (Phone or Email)
- Meetings with the Project Advisory Team to collect information, and data, solicit input, and review recommendations
- Complete and submit a draft report for the Town's review one month prior to the submission of a final report. The draft should summarize and explain the methodology, data analysis, summary of findings, and recommendation.
- Complete and submit a Final Report with an executive summary in a hard copy and electronic format and all data relating to this project.
- Presentation of the final report to Council during a closed meeting.

7. PROPOSAL CONTENTS

Proposals must contain the following information in the order and format listed below:

a. **Cover Letter**

- a. Cover letter introducing the Prime consultant and any sub-consultants that make up the team.
- b. Should contain the company name, address, website, telephone number, email address, and primary contact person.
- c. Summarize the Proponent's intent and understanding of the required Deliverables.
- d. Signature: The cover letter and Appendix I must be signed by the person authorized to sign on behalf of the company.
- e. Completed and signed Appendix I.

b. **Project Understanding and Methodology**

The proposal should illustrate the Proponent's understanding of the Scope of Work and Deliverables. Each Proponent should provide the following in their proposal:

- a. The Proponent should demonstrate an approach to the project reflecting a clear understanding of the scope of work.
- b. Demonstrate your understanding of the project using key issues and potential resolutions that are appropriate for the Town's context.
- c. Outline your ability to use create solutions, innovations, project methodology, or other traits that will allow your firm to successfully complete this project.
- d. Proponents should provide their methodology and work plan to achieve the program objectives and timelines.
- e. Provide cost control measures and the proponents method for monitoring the project timeframe, quality of work, and budget.

c. **Experience and Qualifications**

Each Proponent should provide the following in their proposal:

- a. The proposal shall demonstrate the knowledge and experience of the individual proposed as Project Manager as well as all required specialists and experts that may be necessary to complete the work.
- b. Provide qualifications and resume of the key staff or any key sub-consultants in each

- discipline who will be involved in the project; their duties, their role in the project and percentage of their time devoted to this project.
- c. Provide a minimum of three (3) references from clients that the Proponent has served, highlighting similar previous experience.
- d. The roles and responsibilities of the Proponent and/or its employees who will be involved in providing visitor information services.
- e. Teams should demonstrate they have the expertise and experience with projects of a similar scope, size and complexity and are familiar with project challenges.
- d. **Fee Proposal**
 - a. Proponents should provide a fee proposal, preferably in an Excel styled spreadsheet, including a detailed explanation of the makeup of the total cost for this project.
 - b. Submit a breakdown of project tasks, personnel responsible, number of hours, total number of staff hours, hourly rates, and total project costs.
 - c. Submit a schedule of hourly rates should additional services be required.
 - d. Summarize all applicable value-added services.
- e. **Appendices**
 - a. **If Required**

8. GENERAL PROPOSAL SUBMISSION REQUIREMENTS

The electronic version of the proposals submitted via email in PDF format must meet the following general submission requirements:

Emailed to dschroeter@smithers.ca, with the subject line “**Exempt Compensation Review**”. Alternatively, hardcopy proposals for this RFP may be submitted to:

David Schroeter, Director of Corporate Services
 Town of Smithers
 PO Box 879, 1027 Aldous Street
 Smithers, BC V0J 2N0

Hard copy submissions must include one (1) copy of the proposal in a sealed envelope marked “**Exempt Compensation Review**”.

- a. Received no later than **2:00 pm (PST) on Wednesday, March 4, 2025**.
- b. Not more than 20 numbered pages in length, exclusive of the front cover, back cover, table of contents, cover letter, appendix.
- c. All pages of the document shall be Letter sized (8.5” x 11”).

It is the sole responsibility of the Proponent to ensure that the Town receives their proposal prior to the closing time and date.

9. PROPOSALS MODIFICATION, WITHDRAWAL & LATE SUBMISSION

Modifications to submitted proposals may be allowed only if a written request is provided to the RFP Contact Person prior to the proposal submission deadline, or when requested by the Town for technical reasons.

Proponents may withdraw submissions by written request up to 24 hours after the deadline stated in section

8 of this RFP.

Proposals and modifications received after the stated submission deadline shall not be considered for evaluation. The Town is not responsible for late deliveries due to technical issues or other unexpected circumstances.

10. EVALUATION AND SELECTION CRITERIA

Town staff will conduct a screening of all proposals properly received directly after the deadline to ensure that they are complete and meet the minimum requirements of this RFP. Subsequently, all the complete, eligible proposals will be reviewed by the Review Committee.

Proposals will be evaluated based on the criteria provided on Schedule "A" of this document. The six requirements with key assessment criteria include:

- Cover Letter (5)
- Project Understanding and Methodology (45)
- Experience and Qualifications (20)
- Fee Proposal (20)
- Value added (10)

Note that the budget is only one of the several factors to be considered; as such, proposing the lowest budget does not guarantee success in the evaluation process.

Where more than one proposal receives the highest score, the Town may request Proponents submit additional information to help in determining the most suitable Proponent to operate the VIC.

The Review Committee will shortlist and rank proposals in order of scores secured and recommend to Town Council, in writing, to award the contract to the Proponent with the highest score.

The decision taken by Council shall be final. Staff shall notify all Proponents of the Council decision, within two (2) business days after the open Council meeting.

11. INQUIRIES AND ADDENDA

If a Proponent has any questions about this RFP, including the proposed scope of work, or finds an error, inconsistency, or ambiguity in any of the RFP content, the Proponent must submit a request for clarification or correction, by email, to **David Schroeter**, Director of Corporate Services, at dschroeter@smithers.ca. Requests for clarifications or corrections must be submitted before **4:00 pm (PST) Thursday, February 23, 2026**.

Clarifications and corrections on the RFP will be made by addendum posted on the Town's webpage, BC or Bid; any addendum published will be regarded as part of the RFP and will be incorporated therein. It is the responsibility of the Proponents to review and address any addenda posted on the Town's website or BC Bid prior to the submission of the final proposal.

Proponents and their representatives are not permitted to contact any employees, officers, agents, elected officials, or other representatives of the Town, other than the RFP Contact Person, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of the Proponent and the rejection of the Proponent's proposal.

The Town is under no obligation to provide additional information, and the Town is not responsible for any information provided by or obtained from any source other than the RFP Contact Person. It is the responsibility of the Proponent to seek clarification from the RFP Contact Person on any matter it considers to be unclear. The Town is not responsible for any misunderstanding on the part of the Proponent

concerning this RFP or its process.

12. OTHER INFORMATION

The issuance of this RFP and the acceptance of a proposal do not constitute an agreement by the Town to pay for the costs incurred in the preparation of a proposal submitted in response to this request and, where applicable, to cover costs associated with the subsequent negotiation process.

Proponents are responsible for reviewing all sections of this RFP and are expected to make all necessary inquiries and reviews prior to submitting a proposal.

Proponents are responsible for ensuring that they receive any and all addenda that the Town may issue in conjunction with this RFP from time to time.

All proposals submitted to the Town in response to this RFP will become the property of the Town.

All proposals are confidential and will be so treated. The information outlined in this RFP must be held in confidence by recipient firms. The confidentiality of information will be maintained by the Town, except as otherwise required by law or by order of a court or tribunal.

All proposals must be firm offers and valid for sixty (60) calendar days following the last day to accept proposals.

The Town reserves the right to:

- Reject any or all proposals based on the Proposal Contents and Evaluation Criteria;
- Decline to go forward with this RFP or reissue the RFP;
- Extend the proposal submission deadline;
- Request more information from any/all Proponents;
- Reject any Consultant or subconsultant proposed by the Proponent; and
- Accept the proposal deemed most favorable in the interest of the Town and community.

Unless specifically outlined in the proposal, the services or any part thereof may not be sub-contracted, transferred or assigned to another firm, person, or company without the prior written authorization of the Town.

The Town and its advisors make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Proponents the general scale and scope of the Deliverables. It is the Proponent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

13. Copyright and Ownership

All reports, recommendations, data summaries, policy drafts, costing models, presentations, and other materials specifically prepared by the Consultant for the Town in connection with this project (the "Work Product") shall become the property of the Town upon payment of all fees owing under the Contract.

The Consultant hereby assigns to the Town all right, title, and interest, including copyright, in the Work Product, and the Town shall have the unrestricted right to use, reproduce, adapt, modify, publish, and re-use the Work Product for any municipal, governance, operational, or public reporting purpose, without further compensation to the Consultant.

Notwithstanding the foregoing, the Consultant shall retain ownership of any pre-existing materials,

proprietary tools, methodologies, templates, software, know-how, or intellectual property that were developed independently of this project (“Background IP”). To the extent that any Background IP is embedded in or necessary to use the Work Product, the Consultant grants to the Town a perpetual, royalty-free, non-exclusive licence for the Background IP solely for the Town’s internal, non-commercial purposes.

The Consultant warrants that the Work Product does not infringe the intellectual property rights of any third party and agrees to indemnify and hold harmless the Town from any claims arising from a breach of this warranty.

14. Solicitations and Publicity

If any director, officer, employee, agent or other representative of a Proponent makes any representation or solicitation to the Mayor, any Councillor, officer or employee of the Town with respect to the Proposal, whether before or after the submission of the Proposal, the Town shall be entitled to reject the Proposal

The Consultant shall not make any statement of fact or opinion regarding any aspect of the Request for Proposals or resulting Contract to the media or any member of the public without the prior written authorization of the Town. All publicity relating to this project is subject to the approval of the Town and no mention of the project in advertising or articles in any publication will be permitted unless authorization is granted in writing in advance by the Town.

15. Freedom of Information and Protection of Privacy (FOIPPA)

The Consultant acknowledges that the Town is subject to the **Freedom of Information and Protection of Privacy Act (British Columbia)** and agrees to comply with all applicable requirements of that Act.

Without limiting the generality of the foregoing, the Consultant agrees that:

1. Any personal information accessed, collected, used, disclosed, stored, or processed by the Consultant in the performance of the services shall be handled strictly in accordance with FOIPPA and solely for the purposes of fulfilling the Consultant’s obligations under the Contract.
2. The Consultant shall not collect, use, disclose, store, or permit access to personal information except as authorized by the Town or as required to perform the services, and shall implement reasonable administrative, technical, and physical safeguards to protect personal information against unauthorized access, collection, use, disclosure, or disposal.
3. Personal information shall be stored and accessed only in **Canada**, unless the Consultant has obtained the prior written consent of the Town and such storage or access is permitted under FOIPPA.
4. The Consultant shall immediately notify the Town of any actual or suspected privacy breach, unauthorized access, use, disclosure, or loss of personal information, and shall cooperate fully with the Town in investigating, mitigating, and remedying such breach, including complying with any notification requirements imposed by the Town or the Office of the Information and Privacy Commissioner for British Columbia.
5. Upon completion or termination of the Contract, the Consultant shall securely return or destroy all personal information in its custody or control, as directed by the Town, and shall certify in writing that such return or destruction has occurred, except where retention is required by law.

The Consultant acknowledges that all records relating to this Contract may be subject to disclosure under

FOIPPA and that any confidentiality markings placed on records by the Consultant do not limit the Town's obligations under FOIPPA.

APPENDIX I: SUBMISSION FORM

b. Proponent Information

Please fill out the following form, naming one person to be the Proponent's contact for the RFP process, and for any clarifications or communications that might be necessary.

Full Legal Name of Proponent	
Street Address	
City & Province	
Postal Code	
Phone Number	
Email Address	
Website Address	
Proponent Contact Name	
Proponent Contact Title	
Proponent Contact Phone	
Proponent Contact Email	

c. Acknowledgement of Non-Binding Procurement Process

The Proponent acknowledges that the RFP process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal, legally binding bidding process, and that no legal relationship or obligation regarding the procurement of any goods or services will be created between the Town and the Proponent unless and until the Town and the Proponent execute a written agreement to provide the Deliverables.

d. Ability to Provide Services

The Proponent has carefully examined the RFP documents and has a clear and comprehensive knowledge of the Deliverables required. The Proponent represents and warrants its ability to provide the Deliverables in accordance with the requirements of the RFP for the rates set out in its proposal.

e. Non-Binding Pricing

The Proponent has submitted its budget in accordance with the instructions in the RFP. The Proponent confirms that the budget information provided is accurate. The Proponent acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact on the acceptance of its proposal or its eligibility for future work.

f. Addenda

The Proponent is deemed to have read and accepted all addenda issued by the Town prior to the deadline for Inquiries and Addenda.

g. No Prohibited Conduct

The Proponent declares that it is not engaged in any conduct prohibited in this RFP.

h. Conflict of Interest

It is the responsibility of the Proponent to identify current and proposed conflict of interests that the organization, or individuals in or representing the organization, has. The Proponent must outline a strategy to effectively mitigate the conflict of interest issues identified over the course of the contract for which this RFP is issued.

The Town reserves the right to disqualify a proposal on the grounds of an existing or potential conflict of interest regarding the Proponent and the intended project.

The proposal submitted to the Town shall have original content, prepared by the Proponent (and team) in a fair manner, without collusion or fraud.

The successful Proponent shall work in the best interests of the Town and ensure the successful and timely completion of Deliverables.

Gifts and Donations

Proponents will ensure that no representative of the Proponent will offer or extend any entertainment, gift, gratuity, discount, or special service, regardless of value, to any Town Council or staff.

i. Disclosure of Information

The Proponent hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or by order of a court or tribunal. The Proponent hereby consents to the disclosure, on a confidential basis, of this proposal by the Town to the advisers retained by the Town to advise or assist with the RFP process, including with respect to the evaluation this proposal.

I have the authority to bind the Proponent:

Signature of Proponent's President / Chair

Name of Proponent's President / Chair

Date

SCHEDULE A: PROPOSAL ASSESSMENT CRITERIA

Assessment Criteria	Description	Score
Cover Letter & Appendix	• Summary of the Proponent's intent and understanding of the required Deliverables	3
	• Signed cover letter introducing organization, prime and sub-consultants	1
	• Completed and signed Appendix I	1
Project Understanding and Methodology	• Summary of Proponents approach to the project reflecting a clear understanding of the scope of work.	10
	• Understanding of the project using key issues and potential resolutions that are appropriate for the Town's context.	5
	• Use of creative solutions, innovations, project methodology, or other traits that allow the firm to successfully complete this project.	5
	• Proponents Methodology and work plan to achieve the program objectives and timelines.	15
	• Proponents cost control measures and the method for monitoring the project timeframe, quality of work, and budget.	10
Experience & Qualifications	• Knowledge and experience of the Project Manager as well as all required specialists and experts that may be necessary to complete the work.	5
	• References from clients that the Proponent has served, highlighting similar previous experience.	5
	• Availability of the required expertise and experience with projects of a similar scope, size and complexity and are familiar with project challenges.	10
Fee Proposal	• Proponents' fee proposal including a detailed explanation of the makeup of the total cost for this project.	15
	• Proponents' breakdown of project tasks, personnel responsible, number of hours, total number of staff hours, hourly rates, and total project costs.	5
Value Added	• The ability of the proponent to provide additional value added services such as, but not limited to knowledge transfer, pay equity readiness, Council presentation support, implementation tools or templates.	10
TOTAL		100

Mandatory Documents Provided	• Failure to submit all mandatory documents will result in disqualification of the proposal	Y / N
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