



February 11, 2026

Bidder:

Traverse City Light & Power (TCLP) will receive sealed bids in the office of TCLP, 1131 Hastings Street, Traverse City, Michigan, 49686, until **March 17, 2026, at 2:00 PM EST** for the following project:

LIHEAP Low-Income Home Energy Assistance Program and TCLP Customer Cares Program Administration

It is the sole responsibility of the Bidder to check the website for updates and addenda prior to the bid being submitted. Updates can be found using the following link: <http://www.tclp.org/Display/Items/RFPs>. Bidder may also sign up to receive notifications when bids and RFP's are posted by sending an e-mail requesting same to jschwarz@tclp.org.

TCLP reserves the right to accept or reject any or all bids, waive irregularities, and to accept the bids either on an entire or individual basis that is in the best interest of TCLP.

TCLP accepts no responsibility for any expenses incurred by the Bidder in the preparation and presentation of a bid. Such expenses shall be borne exclusively by the Bidder.

Only the successful Bidder will be notified. If you desire, you may call for results.

You must indicate on the **outside** of the sealed envelope that the bid is for the LIHEAP Low-Income Home Energy Assistance and TCLP Customer Cares Program Administration.

You must submit **TWO (2) SEALED COPIES** of the bid to TCLP prior to the above-indicated time and date or the bid will not be accepted. Alternatively, E-Mailed bids will be accepted. Please indicate in the subject line of the e-mail that you are submitting a "Sealed Bid" together with the project description LIHEAP Low-Income Home Energy Assistance and TCLP Customer Cares Program Administration and submit your e-mailed bid to jschwarz@tclp.org.

Please note that if you have previously submitted an informal quote, you will still need to submit a sealed bid prior to the date and time specified above in order to be considered. Please ensure that all requirements listed in the specifications are met.

Please direct ALL questions to: Jeff Schwarz, Procurement Administrator, Traverse City Light & Power, at jschwarz@tclp.org. The deadline for questions and/or clarifications is **February 20, 2026 at 2:00 PM**.

PLEASE SUBMIT BID TO: Jeff Schwarz, Procurement Administrator
Traverse City Light & Power
1131 Hastings Street
Traverse City, MI 49686



A. SPECIFICATIONS

1. About

Traverse City Light & Power (TCLP) is a municipally owned electric and telecommunications utility located in Traverse City, Michigan. TCLP's core purpose is to provide reliable electric service and, through recent expansion, telecommunications and Smart Grid services via *TCLPfiber*. The utility is committed to delivering a cleaner energy future for its community and future generations.

Core Values: Integrity, Sustainability, Innovation, Collaboration, Optimism

Mission: To serve as a trusted community partner delivering innovative, affordable, reliable, and environmentally sustainable energy and telecommunications solutions.

Vision: To lead with positivity and create a brighter future by harnessing clean energy and fiber connectivity through sustainable partnerships, services, and programs that anticipate and exceed evolving customer needs with operational excellence.

TCLP is the exclusive provider of electric service, residential, commercial, and industrial within the City of Traverse City and portions of East Bay, Elmwood, Garfield, and Peninsula Townships.

Customer Overview:

1. Approximately 14,000 customers
2. Revenue mix:
 - a. Residential customers represent 75% of accounts and approximately 20% of revenues
 - b. Commercial and industrial customers represent 25% of accounts and approximately 80% of revenues

2. Purpose

Traverse City Light and Power (TCLP) is seeking an entity that will administer two energy assistance programs.

1. **Low Income Home Energy Assistance Program (LIHEAP)** – a state-mandated program
2. **TCLP Customer Cares Program** – a locally funded program designed to assist customers experiencing temporary financial hardship



LIHEAP Program Overview

Public Act 169 of 2024 amended existing law to establish an annual **Low-Income Energy Assistance Funding Factor (LIEAF)**, a non-bypassable surcharge collected by utilities to support heating assistance for income-qualified households.

The Michigan Public Service Commission sets the LIEAF annually by May 1 for the following fiscal year. The current surcharge is \$1.25 per meter/location. The surcharge may increase by no more than \$0.25 annually, up to a maximum of \$2.00, adjusted by the U.S. Consumer Price Index. TCLP anticipates collecting approximately \$200,000 annually.

Utilities may remit funds to the State Treasurer for disbursement or opt out and administer their own program in accordance with statewide rules. TCLP has elected to opt out starting September 1, 2026, and administer its own program, distributing assistance for electricity, natural gas, and propane based on Michigan Energy Assistance Program (MEAP) criteria, including:

1. Expanded eligibility from 150% of the federal poverty level to 60% of state median income
2. Prioritization of vulnerable populations, including households with:
 - o A child under age five
 - o An individual with a disability
 - o An individual age 60 or older
 - o An individual who has experienced homelessness within the past 12 months and requires assistance to secure housing
3. Referral to weatherization or energy waste reduction programs
4. Coordination of services to improve self-sufficiency and reduce energy insecurity

TCLP Customer Cares Program

The TCLP Customer Cares Program was approved by the TCLP Board in March 2025 to provide **one-time financial assistance** to residential customers experiencing temporary hardship. The program is intended to prevent service disconnection. TCLP would like to commence this program as soon as possible.

Eligible assistance is limited to **\$300 per account once per year**. Customers must be at risk of disconnection, and funds may only be used to prevent shutoff; account credits are not permitted. The program launched with \$10,000 in initial funding and will be supported through corporate donations, contributions from local organizations, grants, fundraising efforts, and internal funding.

The program will be promoted through billing inserts, newsletters, outreach events, social media, and partnerships with healthcare providers and community organizations. Donations received by TCLP will be transferred to the successful bidder by the 15th of the following month for disbursement to eligible recipients.



2. Scope of Work

TCLP seeks a single entity to administer both programs in accordance with the requirements below.

LIHEAP Administration

The successful bidder shall:

1. Determine customer eligibility in accordance with MEAP criteria and disburse assistance payments to the appropriate utility
 - o Bidders may propose a workflow for administrative efficiency on notifying the utility of eligible customers and reporting of available funds
2. Perform financial analysis to ensure funds are sufficient to meet demand without exceeding annual LIEAF collections
3. Develop and administer an applicant appeals process with TCLP approval/coordination
4. Coordinate with TCLP on customer notifications and website content
5. Prepare an annual program report for TCLP review by November 1, for submission by December 1

TCLP Customer Cares Program

The successful bidder shall:

1. Determine eligibility based on the following criteria:
 - o Current TCLP residential customer
 - o Primary residence
 - o Utility bill at least 60 days past due
 - o No other assistance was received within the prior 12 months
 - o Demonstrated temporary financial hardship
 - o Completed application
 - o Eligibility verified within ten business days; customer account placed on hold with TCLP Collections during review
2. Develop a payment administration strategy and collaborate with TCLP on fundraising and program promotion
3. Develop and administer an applicant appeals process with TCLP approval/coordination
4. Prepare monthly and annual performance reports including:
 - o Number of applications received
 - o Approval and denial rates
 - o Total funds disbursed
 - o Customer satisfaction, if surveyed
5. Ensure compliance with IRS charitable contribution requirements for payments received and data privacy regulations
6. Propose a payment workflow to the utility for those customers who are determined eligible for the program
7. Obtain joint approval from TCLP prior to releasing any promotional materials



Key Performance Indicators for both programs:

Performance will be reported quarterly and evaluated using the following metrics:

1. Average time from application to assistance: fewer than 10 business days
2. On-time submission of monthly reports: 100%
3. Funds distributed within 45 days of receipt: greater than 95%
4. Customer satisfaction with program accessibility: greater than 85%, if surveyed

Failure to meet KPIs will require development of a corrective action plan in coordination with TCLP.

Accounting

The bidder must maintain **separate accounts** for the LIHEAP and TCLP Customer Cares programs. Commingling of funds is prohibited. An annual independent audit or financial review is required. TCLP reserves the right to audit program records. Proposals must describe the accounting and data management systems used to administer the programs.

Experience

Bidders must demonstrate experience administering energy assistance programs and familiarity with MEAP or similar state-regulated programs. Proposals must include documentation of organizational capacity, including staffing levels and case management systems.

Data Privacy

The bidder must comply with all applicable data privacy and record retention requirements. TCLP must be notified immediately of any data breach.

Pricing

The bidder shall conform to the following pricing schedule:

Administrative fee structure options:

- Flat fee
- Per application fee

Start-up costs

- Flat fee

Technology or system costs

- Flat fee

The contract term shall be **five years**, with annual renewals thereafter.

Other

The bidder will maintain exclusive responsibility for determining eligibility, managing appeals, and interpreting policy. Proposals must describe whether the organization undergoes annual audits or reviews, including compliance testing.



Bidders must also describe how services will be provided in compliance with language access requirements, ADA accessibility, and availability of both online and paper application options.

3. Instructions to Bidders

- a. All bids must be submitted on the forms provided. Complete and return **ONLY** the following forms:
 1. Section C – Iran Economic Sanctions Act
 2. Section D – Submission Form
- b. Successful Bidder invoicing will be completed on a monthly basis based on the work completed to date.
- c. The Successful Bidder will submit all invoices to ap@traversecitymi.gov.

4. Pre-Bid Meeting

A mandatory pre-bid meeting will be held on **February 25, 2026, at 2:00 PM EST** at the TCLP offices located at 1131 Hastings Street, Traverse City, MI 49686. Please provide questions by **February 20, 2026 at 2:00 PM** to ensure a successful productive meeting. An alternative virtual Teams Meeting will be provided. Please email Jeff Schwarz jschwarz@tclp.org for a link to the meeting.

5. Proposal Evaluation

The proposal evaluation will take into consideration the following criteria –

- a. Experience and qualifications
- b. Program approach and workflow
- c. Compliance and controls
- d. Reporting and data management
- e. Cost
- f. References

B. INSURANCE REQUIREMENTS

The following insurance requirements must be met throughout the project:

1. Should any of the insurance requirements stated herein be terminated by the Insurer, the Insurer will mail thirty days written notice to TCLP. Failure to mail by the Insurer will not waive the obligation or liability of any kind upon the insurer affording coverage. These requirements must be stated on all certificates of insurance. Modifications of the standard cancellation clause is acceptable.



2. All certificates shall list any exclusions which are nonstandard within the industry as they appear on the policy.
3. Each insurance policy shall have an Additional Insured endorsement naming TCLP, its officers, agents, directors, and employees. The issuing company for comprehensive general liability and excess liability shall waive subrogation of all claims against parties named as additional insureds.
4. The worker's compensation, automobile liability, and general liability insurance specified shall apply to all Successful Bidders on site.
5. Insurance types and coverages:
 1. Workers' Compensation: The parties shall maintain suitable workers compensation insurance pursuant to Michigan law and Successful Bidder shall provide a certificate of insurance or copy of state approval for self-insurance to TCLP upon execution of this Contract.
 2. Comprehensive General Liability Insurance Coverage: Naming the City Of Traverse City and TCLP as additional insured's.
 3. Comprehensive Automobile Liability Insurance Coverage: On all self-propelled vehicles used in connection with the contract whether owned, non-owned, or hired in the minimum coverage amount of \$2,000,000.



C. IRAN ECONOMIC SANCTIONS ACT

**Sworn and Notarized Affidavit of Compliance
Iran Economic Sanctions Act
Michigan Public Act No. 517 of 2012**

All bidders must submit the following certification statement in compliance with Public Act No. 517 of 2012 (the “Iran Economic Sanctions Act”) and attach this form to the bid. **Traverse City Light & Power shall not accept any bid that does not include this sworn and notarized certification of statement.**

The undersigned, the owner or authorized officer of _____ (the Bidder), hereby certifies, represents and warrants that the Bidder (including its officers, directors and employees) is not an “Iran linked business” within the meaning of the Iran Economic Sanctions Act, and that in the event the Bidder is awarded a contract for the LIHEAP and TCLP Customer Cares Program Administration, the Bidder will not become an “Iran linked business” at any time during the course of performing the work or any services under the contract.

The Bidder further acknowledges that any person who is found to have submitted a false certification is responsible for a civil penalty of not more than \$250,000.00 or 2 times the amount of the contract or proposed contract for which the false certification is made, whichever is greater, the cost of Traverse City Light & Power’s investigation, and reasonable attorney fees, in addition to the fine. Moreover, any person who submitted a false certification shall be ineligible to bid on a Request for Proposal for 3 years from the date it is determined that the person has submitted the false certification.

BIDDER

By: _____
Its: _____
Date: _____

STATE OF _____)
COUNTY OF _____)

This instrument was acknowledged before me on the _____ day of _____, _____, by

_____ .

_____, Notary Public
_____, County, _____



My Commission Expires: _____

Acting in the County of: _____

D. BID SUMMARY

Bidder – Please complete and return

TITLE: LIHEAP Low-Income Home Energy Assistance and TCLP Customer Cares Program Administration

DUE DATE: March 17, 2026 at 2:00 PM

Having carefully examined the specifications and any other applicable information, the bidder proposes to furnish all items necessary for and reasonably incidental to the proper completion of this bid. Bidder submits this bid and agrees that the bid may not be withdrawn for a period of thirty (90) days from the actual date of the opening of the bid.

Bidder understands and agrees, if selected as the successful bidder, to accept a Contract from TCLP and to provide proof of any required insurance.

Bidder submits this bid and agrees to meet or exceed all TCLP's requirements and specifications unless otherwise indicated in writing and attached hereto.

Bid forms are to be completed, including bid sheet, and submitted. Items not meeting specifications must be noted in the "comply" column and bidder shall fully describe every variance, exception, and/or deviation. Additional sheets may be used and submitted with bid.

Bidder understands that TCLP reserves the right to accept any or all bids in whole or in part and to waive irregularities in any bid in the best interest of TCLP. The bids will be evaluated and awarded on the basis of the best value to TCLP. Criteria used will include, but not be limited to, bidder/Successful Bidder's ability, qualifications, experience and overall capability meeting the needs of TCLP. TCLP is sales tax exempt – Government.

The Bidder certifies that it is in compliance with the City of Traverse City's Nondiscrimination Policy as set forth in Administrative Order No. 47 and Chapter 605 of the City's Codified Ordinances.

The Bidder certifies that none of the following circumstances have occurred with respect to the Bidder, an officer of the Bidder, or an owner of a 25% or more share in the Bidder's business, within 3 years prior to the bid:

- a) conviction of a criminal offense incident to the application for or performance of a contract;



- b) conviction of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or any other offense which currently, seriously and directly reflects on the Bidder's business integrity;
- c) conviction under state or federal antitrust statutes;
- d) attempting to influence a public employee to breach ethical conduct standards; or
- e) conviction of a criminal offense or other violation of other state, local, or federal law, as determined by a court of competent jurisdiction or an administrative proceeding, which in the opinion of the City indicates that the bidder is unable to perform responsibility or which reflects a lack of integrity that could negatively impact or reflect upon TCLP, including but not limited to, any of the following offenses or violations of:
 - i. The Natural Resources and Environmental Protection Act.
 - ii. A persistent and knowing violation of the Michigan Consumer Protection Act.
 - iii. Willful or persistent violations of the Michigan Occupational Health and Safety Act.
 - iv. A violation of federal, local, or state civil rights, equal rights, or non-discrimination laws, rules or regulations.
 - v. Repeated or flagrant violations of laws related to the payment of wages and fringe benefits.
- f) the loss of a license or the right to do business or practice a profession, the loss or suspension of which indicates dishonesty, a lack of integrity, or a failure or refusal to perform in accordance with the ethical standards of the business or profession in question.

Bidder certifies that as of the date of this bid, Bidder's company or Bidder is not in arrears to TCLP or the City of Traverse City for debt or contract and is in no way a defaulter as provided in Section 152, Chapter XVI of the Charter of the City of Traverse City.

Please direct ALL questions to: Jeff Schwarz, Procurement Administrator, Traverse City Light & Power, at jschwarz@tclp.org.



E. SUBMISSION FORM

By submitting a response to this RFP you acknowledge that TCLP may be required from time to time to release records in its possession under the Michigan Freedom of Information Act. By submitting a response, you hereby give permission to TCLP to release any records or materials submitted by you as TCLP may be requested to do so as permitted by the Freedom of Information Act, MCL 15.231 et seq.

Submitted by:

_____ Signature		_____ Company Name		
_____ Name and Title (Print)		_____ Company Address		
_____ Phone	_____ Fax	_____ City,	_____ State,	_____ Zip
_____ Sole proprietorship/partnership/corporation				
_____ If corporation, state of corporation				

LIHEAP Program

Type	Cost	Flat or Per Application Fee
Admin	\$	
Start Up	\$	
Technology	\$	

TCLP Customer Cares Program

Type	Cost	Flat or Per Application Fee
Admin	\$	
Start Up	\$	
Technology	\$	



The bidder may modify the submission of price based on a per unit cost or may provide a total annual cost.

The Successful bidder's name shall appear as follows on any Contract or Purchase/Service Order documents:

Company Name

Contract or Purchase/Service Order documents shall be mailed to:

Attention

Street Address

City, State, Zip

Email Address

REFERENCES: (include name of organization, contact person, and daytime phone number).

1.

Name of Organization

Contact Person

Phone Number

2.

Name of Organization

Contact Person

Phone Number



3.

Name of Organization

Contact Person

Phone Number