

The School District of Pittsburgh
(Pittsburgh, PA)

REQUEST FOR PROPOSALS (RFP)

Stand-Alone Benefits Administration Platform

Issue Date: February 25, 2026
Submission Deadline: March 27, 2026

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Parent Hotline: 412-529-HELP (4357)

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Introduction

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The School District of Pittsburgh (Pittsburgh Public Schools, PPS) is soliciting proposals from qualified and experienced providers of Benefits Administration platforms to support the district's ongoing modernization of its HR and employee benefits operations.

PPS has completed a comprehensive discovery and assessment of its current benefits administration processes, supporting HR technologies, and employee enrollment workflows. This assessment was conducted to clearly document the current-state environment, identify system and process requirements, and define a future-state vision that meets the district's operational, compliance, and employee experience objectives.

The findings from this discovery effort serve as the foundation for this Request for Proposal (RFP). Through this competitive procurement process, PPS seeks a platform and implementation partner capable of delivering increased automation, improved data accuracy, stronger regulatory compliance, and a streamlined, user-friendly experience for employees and HR staff.

District Mission

PPS will be one of America's premier school districts, student-focused, well managed, and innovative. We will hold ourselves accountable for preparing all children to achieve academic excellence and strength of character, so that they have the opportunity to succeed in all aspects of life.

District Vision

All students will graduate high school college, career and life-ready prepared to complete a two- or four-year college degree or workforce certification.

District Beliefs

- All children can learn at high levels.
 - Teachers have a profound impact on student development and should have ample training, support, and resources.
 - Education begins with a safe and healthy learning environment.
 - Families are an essential part of the educational process.
 - A commitment from the entire community is necessary to build a culture that encourages student achievement.
-
- Improvement in education is guided by consistent and effective leadership.
 - Central office exists to serve students and schools.

District Theory of Action

If PPS **CULTURE** values clear and collaborative relationships and **SYSTEMS** are in place that support system-wide improvement and effective leadership, then quality and equitable teaching and learning practices utilizing culturally responsive practices and standards-based **INSTRUCTION** with a belief that all students can learn, will ensure high expectations and **STUDENT ACHIEVEMENT**, so all students successfully graduate college, career and life-ready.

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Priority Goals

The Superintendent's five priority goals articulate key strategies aimed at improving Culture, Systems, and Instruction in the School District of Pittsburgh. The implementation of these priority goals will serve as steppingstones to outline a collaborative and strategic approach via a strategic plan to solve our challenges with student outcomes and experiences.

1. Invest in culturally responsive, evidence-based training, tools, and resources.
2. Construct safety, health, and wellness protocols.
3. Expand stakeholder communication and partnerships.
4. Design effective organizational systems.
5. Strategically allocate resources to ensure equity, excellence, and efficiency.

Please click [here](#) to learn more about the superintendent's five priority goals.

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Background

As the largest of 43 school districts in Allegheny County and the second largest in the Commonwealth of Pennsylvania, PPS serves nearly 20,000 students in Pre-Kindergarten through Grade 12, in 54 schools, over 4,000 employees, and a general budget of 716.9 million dollars. The student population is 53% African American, 33% White, and 14% Other, with 58 languages spoken, representing 58 countries.

PPS currently administers benefits for approximately 3,877 benefit eligible employees across a highly complex eligibility structure that includes multiple bargaining units, employment classes, and pay groups. While core functions are supported through Employee Navigator and Munis, several processes remain manual and pose risks related to accuracy, timeliness, compliance, and scalability.

This Request for Proposal (RFP) serves as a formal requirements document to support vendor evaluation and selection for a future standalone Benefits Administration solution and will serve as foundational input for implementation planning.

Client Overview

- Location: Pittsburgh, Pennsylvania
- Plan Year: January 1 – December 31
- Benefit Eligible Employees: 3,877
- Number of Locations: Approximately 57
- Union Populations: 5
- Retiree Population: Yes (currently administered outside the benefits administration system)

Employee Counts

- Benefit Eligible: 3,868
- ACA Eligible (medical only): 2
- Part Time / Eligible: 2
- Part Time / Eligible for voluntary benefits only: 7
- Part Time / Ineligible: 582

Current Technology Environment

System	Functions
Employee Navigator	<ul style="list-style-type: none"> • Core enrollment, life events, open enrollment • Reporting • Carrier feeds

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System	Functions
<p>Munis Version: 2024.7 (2024.7.0.455)</p>	<ul style="list-style-type: none"> • Payroll and basic HRIS functionality • Weekly outbound census files to benefits administration system • Four payroll frequencies (biweekly and semimonthly) • Most employees have 20 annual deductions; AFSCME 2924 and AFSCME 297 have 26 • Voluntary benefits deducted over 20 cycles regardless of pay frequency • Manual .csv payroll exports and reconciliation • Catchup pretax deductions configured directly in Munis • HRIS • Basic employee data management • Weekly census imports/exports • File formats coordinated with broker (Gallagher) • ACA Administration: Managed within Munis
<p>SSO Capabilities</p>	<p>Microsoft Office and Munis</p>

Population Complexity

PPS maintains a highly complex eligibility model with 14+ employee classes, spanning unionized and non-unionized populations, executives, adjunct faculty, part time staff, and ACA eligible employees.

Key Eligibility Nuances

- Employee class is determined by weekly Munis data files
- ACA eligible employees (Class 40) are restricted to HDHP medical plans only
- Employees working 16+ hours per week become eligible for voluntary benefits and move to separate class
- Retirees are enrolled directly with carriers and are outside the current Ben Admin solution

Sample Eligibility Classes

- PFT Teachers
- Paraprofessionals

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Students first

Always, in all ways.

- Clerical / Tech Clerical
- AFSCME 297 and AFSCME 2924
- Administrators (PAA)
- Executives
- Adjunct Teachers (pre and post 2008 hire)
- Preschool Teachers
- Operations / Support / Construction
- ACA Eligible Active Employees

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Current Process Highlights

New Hires & Life Events

- Enrollment Window: 31 days from date of hire
- New hire events opened automatically upon weekly census load
- Employees notified via HR-initiated email
- Enrollment completed via self-service
- Confirmation statements available within the system

Rehires

- Rehire eligibility mirrors new hire rules
- Effective date logic
- Rehire 1st-15th: effective first of the following month
- Rehire after 15th: effective first of the month following the next month

Open Enrollment

- Passive enrollment
- Mid-October window with 7-day admin window post-close
- System blackout exists between plan years - changes made after OE closes require manual carrier communication

Life Events

- Initiated via employee self-service or HR
- Elections and documentation pend for HR approval
- **No** automated reminders for incomplete life events

Dependent Verification

- Required for all applicable enrollments
- Employee uploads documentation via system task
- Coverage pends HR approval

- **Approval**/denial messaging handled outside the system

Coverage Defaults & Plan Limitations

- Employees defaulted into Group Life, Group AD&D (class-based), and EAP if no elections are made
- Employees default to EE-only coverage during OE when applicable
- The Standard Vol Life requires Evidence of Insurability (EOI); completed via a direct link in Employee Navigator

Age-Based & Time-Based Events

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- Dependent coverage ends at end of month in which dependent turns 26
- Disabled dependents are flagged in the system to allow continued eligibility

Terminations & Coverage End

- Benefits end at the end of the month following termination
- Exceptions due to payroll timing handled manually
- No distinction between voluntary and involuntary terminations
- Life insurance portability/conversion handled by carriers

Current Benefits and Services

Category	Plans
Medical	Self-funded; wellness incentive tied to \$0 vs. \$250 deductible
Dental	Yes
Vision	Yes
Life/AD&D	Basic and Supplemental (The Standard for Vol Life)
Disability	LTD/STD
Voluntary/Worksite	Critical Illness, Hospital Indemnity (group-rated, payroll deducted)
HSA/FSA/HRA	None
Wellness Credit	Captured via file
COBRA	Lifetime Benefit Solutions
Direct Billing	UPMC
Call Center	HR Team
QMCSO	Internal

Scope of Services

The selected provider must propose a **secure, web-based benefits administration platform** capable of:

- Supporting PPS eligibility complexity
- Integrating with Munis payroll and HR data
- Managing enrollment events, documentation, and approvals
- Supporting carrier EDI, COBRA, direct billing, and EOI workflows
- Reducing manual reconciliation and file handling
- Enhancing employee and administrator experience

Deliverables

The provider will provide:

1. Company Information and Qualifications

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2. System Capabilities Requirements Response
3. Technical Requirements Response
4. Data Risk Assessment Response
5. Implementation Plan
6. Support and Training Approach
7. Detailed Pricing
8. Client References (minimum 3 with contact information)
9. Supporting Documentation (product literature, case studies, certifications)
 - A. Sample Service Level Agreement (SLA)
 - B. Standard Contract Terms and Conditions

To effectively address this requirement, you should include the following key components in your deliverables:

- **Communication Schedule:** Clearly outline the frequency and method of communication as well as the individuals responsible for the communication. This could include weekly progress updates, bi-weekly meetings, or any other agreed-upon schedule.
- **Access to Information and Materials:** Specify how access will be provided to the collected information and materials. This could involve setting up a shared drive, providing regular updates via email, or scheduling specific times for information sharing throughout the project lifecycle.
- **Reporting Mechanisms:** Detail how progress will be reported, including the format of reports, key metrics to be included, and any specific requirements for reporting.
- **Escalation Procedures:** Outline the process for escalating issues or concerns, including who should be contacted and how quickly issues should be addressed.

By including these components in your deliverables, you can ensure clear communication and effective collaboration with the Superintendent throughout the project.

Functional Requirements Matrix

Providers must indicate on the Provider Requirements Document whether each requirement: **Fully Meets / Configurable / Requires Customization / Roadmap / Does Not Meet**

The following requirements were validated through discovery sessions and represent the consolidated needs for Pittsburgh Public Schools future Benefits Administration system. Requirements are categorized as Must-Have (critical for implementation) or Nice-to-Have (desired but not essential for initial deployment).

Must-Have = Critical for Go-Live	Nice-to-Have = Phase 2 or Optional
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System Architecture & Platform Capabilities

ID	Requirement	Description	Priority
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SA-01	Web-Based Benefits Administration Platform	Provider must provide a secure, web-based benefits administration system accessible to employees and administrators	Must-Have
SA-02	Mobile-Responsive Design	Platform must be mobile-responsive to support employee access via tablets and smartphones	Must-Have
SA-03	Role-Based Security	System must support role-based access for HR, Payroll, Administrators, and Vendors	Must-Have
SA-04	Audit Trail	System must maintain a complete audit history for enrollment, eligibility, approvals, and changes	Must-Have
SA-05	System Configuration	Administrative configuration should be achievable without provider development where feasible	Nice-to-Have

Eligibility Management & Workforce Structure

ID	Requirement	Description	Priority
EL-01	Complex Eligibility Class Support	System must support multiple employee classes, union populations, and eligibility groupings	Must-Have
EL-02	Class-Driven Eligibility Rules	Eligibility must be driven by employee class data received via HRIS feeds	Must-Have
EL-03	ACA Eligibility Restrictions	Ability to restrict plan offerings by class (e.g., ACA-eligible employees limited to HDPH plans)	Must-Have
EL-04	Employment Status Changes	System must support transitions between eligible and ineligible statuses	Must-Have
EL-05	Effective Date Logic	Ability to apply complex effective date rules for hires, rehires, and class changes	Must-Have

Enrollment Event Processing

ID	Requirement	Description	Priority
EN-01	New Hire Enrollment	Automated new hire enrollment windows triggered by census files	Must-Have
EN-02	Rehire Processing	Support rehire scenarios with configurable eligibility and effective date logic	Must-Have

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EN-03	Open Enrollment (OE)	Support for annual open enrollment with configurable windows and reminders	Must-Have
EN-04	Passive Open Enrollment	Ability to default elections for passive OE with employee sign-off	Must-Have
EN-05	Life Event Processing	Employee- and HR-initiated life events with configurable documentation requirements	Must-Have
EN-06	Event Approval Workflow	HR approval workflows for enrollment events and documentation	Must-Have
EN-07	Dual-Year Enrollment Support	Ability to manage current and future plan year enrollments concurrently	Nice-to-Have

Payroll Integration & Reconciliation

ID	Requirement	Description	Priority
PY-01	HRIS / Payroll Integration	Automated integrations with Munis or flat-file SFTP	Must-Have
PY-02	Multiple Payroll Frequencies	Support for multiple pay groups and payroll frequencies	Must-Have
PY-03	Deduction Frequency Management	Ability to support standardized deduction frequencies across pay groups	Must-Have
PY-04	Payroll File Automation	Reduce manual payroll file handling through automation or validation tools	Must-Have
PY-05	Closed-Loop Payroll	Reconciliation tools to identify missed premiums and retroactive adjustments	Must-Have
PY-06	Payroll Exception Reporting	Reporting on payroll discrepancies and out-of-balance deductions	Nice-to-Have

Carrier Connections & Billing

ID	Requirement	Description	Priority
CB-01	Carrier EDI Feeds	Automated eligibility and enrollment files to carriers	Must-Have
CB-02	Carrier File Auditing	Validation and error reporting for outbound carrier files	Must-Have
CB-03	Retroactive Change Handling	Support for retroactive enrollment changes on carrier files	Must-Have

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CB-04	Carrier Billing Support	Ability to support list-bill and self-bill arrangements	Nice-to-Have
CB-05	Pre-Bill Review	Advance bill review prior to carrier payment	Nice-to-Have

Dependent Verification & Evidence of Insurability

ID	Requirement	Description	Priority
DV-01	Dependent Verification Tasks	Automated task assignment for dependent documentation	Must-Have
DV-02	Approval Workflow	HR approval and denial functionality with audit tracking	Must-Have
DV-03	Coverage Pending Logic	Ability to pend coverage until documentation is approved	Must-Have
DV-04	EOI Administration	Support for EOI submission, tracking, and updates	Must-Have
DV-05	Carrier EOI Integration	Direct links or integration with carrier EOI portals	Nice-to-Have

COBRA, Direct Bill & Compliance

ID	Requirement	Description	Priority
CO-01	COBRA Administration	Full-service COBRA support including notices, elections, billing, and reporting	Must-Have
CO-02	Compliance Monitoring	Support for federal and state COBRA compliance requirements	Must-Have
DB-01	Direct Bill Administration	Support for unpaid leave and retiree populations	Must-Have
DB-02	Premium Collections	Ability to collect and track direct bill payments	Nice-to-Have

Reporting, Communications & Employee Experience

ID	Requirement	Description	Priority
RP-01	Standard Administrative Reporting	Census, enrollment, eligibility, and payroll reports	Must-Have

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RP-02	Custom Report Builder	Ability to create ad-hoc reports	Must-Have
CM-01	Employee Notifications	Automated emails for enrollment events, reminders, and confirmations	Must-Have
CM-02	Configurable Messaging	Customizable employee and administrator communications	Nice-to-Have
EX-01	Employee Self-Services	Employees can view elections, documents, and confirmation statements	Must-Have
EX-02	Decision Support Tools	Guided plan comparison and decision support	Nice-to-Have

The requirements outlined above represent Pittsburgh Public Schools' approved scope and expectations for a future Benefits Administration solution.

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Timeline/Response Submittal

The Office of **Human Resources, Employee Benefits** requests proposals from experienced and qualified Benefit Administration providers. The **Benefits Administration** provider will be selected based on the proposals and an interview if needed. A timetable for the selection process is provided below:

RFP Release Date: February 25, 2026

Proposal Submission Deadline: March 27, 2026

Possible Interviews (if needed): April 20, 2026 – May 1, 2026

Legislative Approval by Board: June 1, 2026

Project Start Date: TBD, Post January 1, 2027 Go-Live

Upon the release of this RFP and during the conclusion of the selection process, there shall be no communication between any prospective respondents, their lobbyist(s) or agent(s), and any employee of PPS or its elected Board of Directors, except as provided for in the RFP. Any violation of this provision by any prospective firm and/or its agent shall be grounds for immediate disqualification.

All proposals shall be submitted to the School District of Pittsburgh as follows:

Tamaya Hyatt
Director, Employee Benefits
School District of Pittsburgh
341 South Bellefield Ave., Room 313
Pittsburgh, PA 15235
Tel: (412) 529-3695
Fax: (412) 622-3652
Email: Thyatt1@pghschools.org

Proposals can be submitted electronically via thyatt1@pghschools.org by **Noon on March 27, 2026**. Proposals should not exceed 30 pages on 8 ½" X 11" paper 11" paper (including the cover letter, budget narrative, references, and all attachments), single-spaced, using a minimum font size of 10 pt. Any questions regarding this RFP should be addressed to **Tamaya Hyatt**.

- Recipient shall record the time, date, and manner of delivery of proposals and shall maintain a log showing the name, date, and time of submission and the manner of delivery.
- Proposals received after the deadline will not be accepted or considered.
- Proposals shall be clearly marked PPS Stand-Alone Benefits Administration RFP
- No amendments to proposals shall be accepted after the proposal has been submitted.

Proposals should be submitted following the instructions detailed below. PPS reserves the right to select a proposal in its entirety or some portion(s) thereof. Furthermore, PPS reserves the right to reject any proposals and waive irregularities.

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Responses should address the following questions or requests for information:

I. Letter of Transmittal

Each proposal should be accompanied by a letter of transmittal that summarizes the proposal's key points and is signed by an authorized officer.

II. Experience and Qualifications

Provide brief biographies for the partners and employees supporting the PPS account, including any relevant experience for each. Please include only those individuals who will work on the PPS account and specify their role in the project.

Please describe relevant experience with Benefits Administration with other school districts. Please share any current projects and identify team members dedicated to current projects. Please provide three references.

III. Company Information/Equal Employment Opportunity

- Describe your company's equal employment opportunity policies and programs.
- Has your company or any of its employees, or anyone acting on its behalf, ever been convicted of any crime or offense arising directly or indirectly from the conduct of your company's business or have any of your company's officers, directors or persons exercising substantial policy discretion ever been convicted of any crime or offense, i.e., financial misconduct, fraud, or child abuse? If so, please describe any such convictions and surrounding circumstances in detail.
- Has your company, or any of its employees, or anyone acting on its behalf, been indicted or otherwise charged in connection with any criminal matter arising directly or indirectly from the conduct of your company's business which is still pending or have any of your company's officers, directors or persons exercising substantial policy discretion been indicted or otherwise charged in connection with any criminal matter, i.e., financial misconduct, fraud or child abuse which is still pending? If so, please describe any such indictments and surrounding circumstances in detail.

IV. Project Work Plan

Submit a detailed work plan for performed services. A timeline for the completion of specific work products should also be included.

V. Fee Proposal

Please provide a fee structure that your company would propose to provide Benefits Administration services for PPS, given the scope of services in your detailed work plan. Proposals must include the overall cost of all work, any hourly or daily rates, and cost estimates for travel and time associated with communicating with the PPS staff.

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Proposals should not include a budget for logistical support for engagement sessions and focus groups, audio-visual needs, meeting space rental, refreshments, and mass printing and distribution of materials. PPS staff will assist with invitations, registration, and on-site logistical support for engagement sessions, as needed.

VI. Additional Information

All submissions shall include:

- Compliance with clearance requirements, i.e. that employees working on the project shall have clearances required by 24 P.S. §1-111 and §1-111.1 and 23 Pa. C.S. §6344 - proof shall be submitted to the District.
- Proof of liability insurance coverage and limits.
- Resumes, licenses, registrations, and certifications of key personnel of the firm.
- Firm's completed projects during the past 5 years.
- Uncompleted projects over the past 5 years.
- Terminations and incomplete projects during the past 5 years.
- Litigation history, i.e. any legal proceedings, convictions, and fines within the past 5 years

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Evaluation Criteria and Selection Process

The contract will be awarded to the qualified proposer whose proposal is most advantageous to PPS based on the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily determine the award. Rather, the overall scores will guide PPS in making an intelligent award decision based on the evaluation criteria.

PPS reserves the right to request an interview from those companies determined to be in a competitive range and shall use the information derived from these interviews, if any, in its evaluation.

PPS anticipates selecting one provider using the following criteria: (The points and categories below may be edited to fit the needs for your proposal. Totals must equal 100, extra (5) points can be added for special reasons, such as EBE eligible.)

- Provider's experience and qualifications (20)
- Quality and feasibility of the proposed approach (30)
- Qualifications of the project team (10)
- Cost-effectiveness of the proposal (30)
- Ability to meet project timelines (10)

The provider will be selected by **June 1, 2026**

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Eligible Business Enterprise (EBE) Participation

EBE Goal

An aspirational Eligible Business Enterprise (EBE) goal of 10% for business diversity spending, has been assigned for this contract opportunity. An EBE is a collective of firms that are certified in one or more of the following business diversity categories, registered in our online EBE directory, and used to track the district's diversity spend:

- Minority Business Enterprise (MBE)
- Women Business Enterprise (WBE)
- Disadvantaged Business Enterprise (DBE)
- U. S. Small Business Administration 8(A)

Proposed Business Diversity Utilization

Is your firm a certified MBE, WBE, DBE, or 8(A) firm? If so, please provide proof of current certification from a certifying entity. Self-certification is not accepted.

Please also provide detailed information regarding any additional business entity that will assist in completing the scope of work defined by this solicitation. This should include the following:

- Company Name
- Company Contact (including title, email, and phone number)
- Scope of Work
- Dollar Amount & Percentage of Contract
- Company Diversity Type (provide proof for each certified firm)
 - MBE, WBE, DBE, 8(A), Diverse but not certified, N/A

Good Faith Effort

If no portion of this contract will be awarded to a diverse business, specifically \$0 or 0% diversity spend, please provide detailed information addressing your firm's culture for business diversity & inclusion.

- Diversity Spend: How much money did your company spend with certified MBE, WBE, DBE, or 8(a) firms last year? What was the diversity percentage based on your total spending?
- Diversity Count: What is the total number of MBE, WBE, DBE, or 8(A) firms your company contracted with last year? Please itemize by each diversity type as well.
- Membership: Are you a member of any supplier/business diversity organizations? If so, please share the organization's name and provide details concerning your involvement with that organization.

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For additional documentation related to EBE policies, the proposer should visit the district's website at: <https://www.pghschools.org/mwbe> or contact Paula B. Castleberry, Minority/Women Business Coordinator, pcastleberry1@pghschools.org.

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