University of Arkansas Request for Information (RFI)

Request For Information RFI #26-001
Title: Potential Implementation of a Faculty Information System
Issue Date: June 26-2026
Responses Due: July 23, 2026 at 2:30 PM

(NOTE: Take care to choose the CORRECT FOLDER NUMBER from the dropdown menu.)

Introduction

The Office of the Provost is conducting a Request for Information ("RFI") for a Faculty Information System (FIS) on behalf of The University of Arkansas, Fayetteville. The information gathered will inform the University's future decision on whether to issue a formal Request for Proposal (RFP). No contract will be awarded directly from this RFI.

Background Information

The University currently utilizes a web-based Faculty Information System (FIS) to support faculty activity reporting and annual reviews, along with SharePoint-based promotion and tenure workflows. We are seeking an FIS with enhanced functionality that will support our business processes and operational workflows more effectively and efficiently. The selected solution must support a large, decentralized academic environment with diverse unit-level needs while providing easy administrative access to faculty activities and achievements.

Respondents are asked to submit responses to this RFI on or before 2:30 p.m. CST on July 23, 2026.

One (1) electronic copies of the response should be deposited in the proper receptacle at

https://forms.uark.edu/xfp/form/906

Disposition of Responses

In accordance with Ark. Code Ann. § 19-11-279(e), information provided in response to this RFI is exempt from the Freedom of Information Act of 1967, § 25-19-101, et seq., until (1) the bids for a competitive sealed bidding procurement are opened publicly; (2) the notice of anticipation to award is given for a competitive sealed proposal procurement; or (3) a decision is made not to pursue a procurement based on this RFI.

Responses should not contain material considered by the respondent to be confidential under state or federal law for any reason including being proprietary, copyrighted, or capable of giving an unfair advantage to competitors.

The University shall have the right to use all ideas, or adaptations of those ideas, contained in any response received to this RFI. While responses to this RFI are optional, all knowledgeable parties are strongly encouraged to provide complete responses.

The University may exercise the option to further discuss the details of the response with one or more respondents if it is determined to be in the best interest of the University.

Responding or not responding to this RFI shall not determine any future partnerships.

Responses will not be reviewed on a competitive basis and the University does not intend to establish or publish any formal results.

RFI Questionnaire

Responses are encouraged from any and all knowledgeable parties. It is recommended to format responses to coincide with the structure of this section.

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0. Organization, Ownership, and Product Overview

1. State your organization's legal name, address, and state of incorporation. If your organization is a subsidiary of a parent firm, provide the same information for the parent company.
    a. Please list all offices and the primary function of each office.
2. How many full-time employees do you employ currently?
3. How long has your organization been operational?
4. How long has your organization supported Faculty Information System (FIS) solutions?
5. Who do you consider your company's 3 main competitors, and what differentiates your solution from those competitors in the higher education space?
6. Provide a summary of your FIS solution including but not limited to the following services (please include any presentations or other communications describing your services).
    a. FIS Features & Functionality
        1. Faculty activity reporting (teaching, research, service)
        2. Promotion & Tenure process and workflows
        3. Third year reviews
        4. Annual review process and workflows
        5. Faculty workload tracking; tracking workload/percent effort changes that may vary semester-by-semester
        6. Faculty lifecycle management

7. Tenure clock tracking
8. Tracking off-campus duty assignments
9. Faculty profile and public web integration capabilities
10. Reporting and analytics functionality
11. Institutional reporting and analytics
12. Migration capabilities
13. Integration capabilities
14. AI capabilities
15. Optional modules or add-on services (e.g., research analytics, grant tracking)

b. Customer Service & User Experience

1. Customer Service Model (include details on services offered during implementation, onboarding, on-going support/check-ins, etc.)
2. Experience with universities (especially R1 or similar institutions)
3. Approach to customer feedback and feature development
4. Customer forum
5. Product roadmap and long-term strategy

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1. Technical Requirements

1. **System Architecture:** Describe the FIS's system architecture (cloud/SaaS, hosting model, multi-tenancy)
2. **Integrations:** Does the FIS integrate with our existing systems (e.g., Workday, Microsoft Entra SSO, 25LivePro, Wordpress, Modern Campus CMS, Blackboard Evaluate, Streamlyne)?
3. **APIs and Extensibility:** Are there APIs available for custom development or integration with other university tools?
4. **Mobile Compatibility:** Is the FIS optimized for mobile use, both for editors and readers?
5. **Performance and Scalability:** How does the FIS handle high-traffic scenarios, and is it scalable to meet potential growth, include additional features and integrations, etc.?
6. **Automated Features:** Does the FIS have automated features such as sending reminders, emails, or customized communications within the system?
7. **Accessibility and User Experience:** Does the FIS meet WCAG 2.2 criteria? Is it easy and intuitive for faculty?
8. **Administrative Roles:** Does the FIS include different access levels for different administrative roles, such as a global access level for IT admins, Provost's Office, along with restricted departmental access for departmental admins?

9. **Access to Forms, Workflows and Data:** Do admins have the ability to easily update forms and workflows, as well as access data for integrations and troubleshooting?

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2. Faculty Activity Management & Workflows

- **Activity Data Capture:**
    - Describe how faculty activities are imported and maintained within the system (e.g., manual entry, automated imports, integrations).
    - What features of the system reduce the need for manual entry?
    - What features enable accurate reporting and error reduction?
    - What features make manual entry accessible and intuitive?
- **Workload Data Capture:**
    - Describe how faculty workloads are imported and maintained within the system.
    - What features of the system reduce the need for manual entry?
    - What are the sources of automated import of faculty publications?
    - What features enable accurate reporting and error reduction?
- **Workflow Management:**
    - Describe how the system facilitates reliable and intuitive annual review workflows. Provide examples from other institutions if available.
    - Describe how the system facilitates reliable and intuitive Promotion and Tenure workflows. Provide examples from other institutions if available.
    - Describe the system's functionality related to customizable and intuitive routing, approvals, and notifications. Provide examples from other institutions if available.
- **Customization:**
    - Describe the system's capabilities to configure fields, forms, and workflows by college/department. Include details on client's ability to make modifications and customizations within the FIS without direct support from the vendor.

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3. User and Access Management

- **Role-Based Permissions:** How does the system handle user roles and permissions? Can they be customized to meet our needs?
- **Delegation:** Can roles be delegated for staff to assist faculty with data entry?
- **Impersonation:** Can administrators impersonate users to assist with support and troubleshooting?

- **Access Control:** How is access controlled? Are there granular permissions at data and workflow levels?
- **Audit Trails:** Is there an audit trail or history tracking to monitor changes made by different users? If impersonation is available, how is this captured in the audit trail?
- **External Users:** How is access granted for reviewers (e.g., Promotion & Tenure external reviewers)

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4. Analytics and Reporting

- **Reporting Tools:** Describe the system's standard and customizable reporting capabilities.
- **Data Visualization/Dashboards:** Describe any built-in visualization tools and how they are used to yield insights and enable decision making. Describe compatibility with Power BI. Do visualization tools meet WCAG 2.2 criteria?
- **Benchmarking:** Describe the system's functionality as it relates to benchmarking across departments, peer groups, or institutions.
- **Data Export:** Describe the system's data export capabilities.

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5. Security and Compliance

- **Data Privacy:** How does the system comply with data protection laws, such as GDPR or FERPA (for student-related information)?
- **Accessibility:** How does the system comply with federal and state accessibility requirements (WCAG 2.1/2.2 A and AA criteria)? Do you have an Accessibility Conformance Report available?
- **Access Security:** Does the system support Entra SSO for end user and administrative access? Does it support multi-factor authentication (MFA) for external users?
- **Content Backup:** What backup and recovery options are available in case of data loss?
- **Vulnerability Management:** How are vulnerabilities managed and patched in the system?
- **Security Certifications:** Does the system have security certifications, like SOC 2 or ISO. Do you have a HECVAT available?

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6. Implementation, Support, and Change Management

- **Support Services:**
    - Describe the full lifecycle of customer service available for clients who adopt your system—include supports offered during implementation, onboarding, ongoing support/check-ins, etc. Describe how support is accessed (e.g., email, phone, etc.).
    - If there are different support levels/packages available, provide details on each option.

- **Onboarding and Training:** What onboarding and training options are available for staff and faculty to learn how to use the system? Is training available after the initial implementation period?
- **Implementation Timeline:** Describe the timeline and phases associated with adopting the system. Include details on data migration and integration with other data sources.
- **Maintenance and Updates:** How frequently is the system updated? Are there additional costs for major updates or access to new features/tools?
- **Change Management Support:** Describe any change management support, including facilitating adoption of the system in decentralized academic units.

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7. Costs and Licensing

- **Pricing Model:** Describe the system's pricing model (e.g., subscription model, one-time licensing, per-user, FTE-based, tiered pricing, etc.) and include details on the following:
    - **Implementation Costs:** software configuration, customization, data migration, user training, integration with existing tech, etc.
    - **Ongoing Costs:** Licensing, support, upgrades, etc.
    - **Optional Modules:** Pricing model for add-on features
    - **Optional Support & Consulting:** Pricing model for additional support and consulting services
    - **Contract Flexibility:** Ability to scale or phase implementation

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8. Case Studies and References

- **University References**: Can you provide references from similar higher education institutions currently using the system?
- **Success Metrics**: How do other universities measure success with your system? Share case studies if available.

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9. Additional Information (Optional)

- Identify any additional features or considerations not otherwise addressed in the RFI.
