

CONTRACT ADDENDUM

CITY OF TUCSON BUSINESS SERVICES DEPARTMENT
255 W. ALAMEDA, 6TH FLOOR, TUCSON, AZ 85701
P.O. BOX 27210, TUCSON, AZ 85726
PHONE: (520) 837-4128
CASEY.ADAMS@TUCSONAZ.GOV
ISSUE DATE: 1/28/2026

CONTRACT # 250053-02
CONTRACT ADDENDUM NUMBER: ONE (1)
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CA
CONTRACT OFFICER: CASEY ADAMS

Housing Program Employment Verification and Background Check Services

THIS CONTRACT IS AMENDED AS FOLLOWS:

ITEM ONE (1): In accordance with Contract Standard Terms and Conditions, Section J.10, "CONTRACT ADDENDA; ADDITIONAL WORK", the City is amending Contract 250053-02 to include the Scope of Group 1, "Employment Verification".

This contract will now include the entirety of the scope of RFP 250053, both Groups 1 and 2.

Below is the Group 1 Scope of Work that is now included in the contract for reference:

C.1. Category I: Online Background and Eviction Check Services

To provide a secure, efficient, and user-friendly online platform for conducting background and eviction checks on potential and current tenants, ensuring compliance with HUD guidelines and the Fair Credit Reporting Act (FCRA).

Deliverables:

A. Background Checks:

1. *Comprehensive criminal background checks, including searches of local, state, and national databases.*
2. *Include searches of sex offender registries and other relevant legal databases.*
3. *Real-time updates to records to ensure the latest information is available for tenant screening.*
4. *Customizable filters to meet specific PHA requirements, such as flagging certain types of offenses that impact eligibility.*

B. Eviction History:

1. *Access to a national eviction database, providing full eviction records and legal history.*
2. *Historical data covering at least the past 10 years to ensure comprehensive tenant screening.*
3. *Ability to cross-reference eviction records with rental payment histories when available.*

C. User Interface:

1. *A user-friendly platform that allows for easy navigation by PHA staff with minimal training.*
2. *Real-time or near-real-time access to results, with automated notifications for staff when reports are ready.*
3. *Secure login with role-based access controls to limit sensitive data access to authorized personnel only.*

D. Reporting:

1. *Generate detailed, easy-to-read reports for each background and eviction check, highlighting any issues that may affect tenant eligibility.*
2. *Ability to create customized reports based on PHA-defined criteria (e.g., criminal offense types, eviction histories).*
3. *Provide downloadable reports in various formats (PDF, CSV) for internal review and record-keeping.*

E. Security and Compliance:

1. *Ensure compliance with FCRA, HUD regulations, and all applicable local, state, and federal laws regarding tenant screening.*
2. *Data must be encrypted both in transit and at rest, and the platform should offer advanced security features such as two-factor authentication (2FA).*
3. *Adhere to the PHA's data retention policies, securely storing or disposing of tenant screening information as needed.*

F. Vendor Support and Training

1. *Training: Provide comprehensive training sessions for PHA staff, including initial onboarding, role-specific training, and ongoing education on any new features or updates.*
2. *Support: Offer 24/7 customer support with options for live chat, phone, and email assistance to resolve any technical or operational issues.*
3. *Documentation: Provide detailed user manuals, FAQs, and video tutorials for staff to reference, ensuring smooth operation and minimizing downtime.*

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C.2. Vendor Support and Training

To ensure that PHA staff are fully equipped to use the platform effectively and can access support when needed.

Deliverables:

- A. *Training: Provide comprehensive training sessions for PHA staff, including initial onboarding, role-specific training, and ongoing education on any new features or updates.*
- B. *Support: Offer 24/7 customer support with options for live chat, phone, and email assistance to resolve any technical or operational issues.*
- C. *Documentation: Provide detailed user manuals, FAQs, and video tutorials for staff to reference, ensuring smooth operation and minimizing downtime.*

C.3. Data Accuracy and Quality Control

To ensure that the data provided is accurate, up-to-date, and reliable, and that a mechanism exists for disputing inaccuracies.

Deliverables:

- A. *Data Validation: Vendor must verify the accuracy of background and eviction data by employing multiple sources to cross-check information.*
- B. *Error Resolution: Implement a dispute resolution process where tenants can challenge incorrect data, with the vendor responsible for investigating and correcting errors.*
- C. *Data Updates: Ensure frequent updates to criminal and eviction databases, with mechanisms in place for notifying the PHA if any significant changes occur.*

C.4. Scalability

Goal:

To ensure the platform can handle current and future demand, including the ability to process a high volume of background checks and eviction records efficiently.

Deliverables:

- A. *Capacity: The system should be able to handle multiple simultaneous background checks without performance degradation, accommodating both current PHA volume and potential future growth.*
- B. *Expansion: Vendor should outline how the platform can scale to accommodate more units or users as the PHA grows or changes.*

*****END OF ADDENDUM ITEMS*****

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ALL OTHER PROVISIONS OF THE CONTRACT SHALL REMAIN IN THEIR ENTIRETY.

CONTRACTOR: ONLINE Information Services, Inc.

CONTRACTOR HEREBY ACKNOWLEDGES RECEIPT OF
AND UNDERSTANDING OF THE ABOVE ADDENDUM

Jessica Thomas 2/25/26
Signature of person authorized to sign Date

Jessica Thomas, Sales Manager
Name and Title (typed or printed legibly)

ONLINE Information Services
Company Name

685 West Firetower Rd.
Address

jthomas@onlineis.com
Email Address

Winterville NC 28590
City State Zip

Contact information for Sales/Account
Representative for daily business operations:

Jessica Thomas, Sales Manager
Name and Title (typed or printed legibly)

252-757-2149

Phone Number

jthomas@onlineis.com
Email Address

CITY OF TUCSON:

THE ABOVE REFERENCED CONTRACT ADDENDUM

IS HEREBY EXECUTED THIS 25th DAY
OF February, 2026, AT TUCSON, ARIZONA.

Dan Longanecker for
Director of Business Services and not personally