



WHATCOM COUNTY CONTRACT INFORMATION SHEET (CIS)

Whatcom Co. Contract #:

Originating Department:
Division:
Program:
Contract or Grant Administrator:
Contractor's / Agency Name:
Title of Agreement (optional):

Type of Contract:	
If amendment or renewal, original contract #:	
Is this is a grant agreement?	
If so, grantor agency contract #s:	ALN:
<i>Note: Complete ALN field if contract involves direct federal grants/cooperative agreements or pass-through federal funds.</i>	
Is this contract grant-funded?	If yes, Whatcom County grant contract number(s):
If this contract the result of an RFP?	If yes, RFP number(s):
Is this contract the result of a Bid Process?	If yes, Bid Number(s):
Does this contract involve federal reimbursement? (i.e. fed grant, cooperative agreement, pass-through fed funds, etc.)	
Procurement method:	
Council review:	

Fund(s):	Contract Amount (sum of original contract amount and any prior amendments): \$
Cost Center(s):	This Amendment Amount: \$
Object Account(s):	Total Cumulative Amount: \$

Contract term ends:

Key words/summary (optional):

Contract routing (please initial & date):

Prepared by: _____

Contractor signed: _____

Contractor review: _____

Executive review: _____

Attorney signoff: _____

Council approval, if necessary: _____

AS Finance review: _____

AB#: _____

IT review (if related): _____

Executive signed: _____

CONTRACT FOR SERVICES
Between Whatcom County and Camis USA, Incorporated

Camis USA, Incorporated, hereinafter called **Contractor** and Whatcom County, hereinafter referred to as **County**, agree and contract as set forth in this Agreement, including:

General Conditions, pp. 01 to 13 ,
Exhibit A (Scope of Work), pp. 14 to 17 ,
Exhibit B (Compensation), pp. 18 to 18 ,
Exhibit C (Certificate of Insurance), pp. 19 ,
Attachment A (Scope of Work), pp. 20 to 43

Copies of these items are attached hereto and incorporated herein by this reference as if fully set forth herein.

The term of this Agreement shall commence on the 11th day of August, 2026, and shall, unless terminated or renewed as elsewhere provided in the Agreement, terminate on the 10th day of August, 2031.

The general purpose or objective of this Agreement is to: provide Whatcom County a modern, cloud-hosted reservation and point-of-sale system, as more fully and definitively described in Exhibit A hereto. The language of Exhibit A controls in case of any conflict between it and that provided here.

The maximum consideration for the initial term of this agreement or for any renewal term shall not exceed \$251,825.06 which includes software licensing fees of \$26,680.50 per year (including sales tax) plus payment processing fees estimated at \$23,250 per year (based on 3% plus \$0.10 per transaction). The maximum consideration may be amended in accordance with Whatcom County Code and the terms and conditions set forth in this agreement. The Contract Number, set forth above, shall be included on all billings or correspondence in connection therewith.

The Contractor acknowledges and by signing this contract agrees that the Indemnification provisions set forth in Paragraphs 11.1, 21.1, 30.1, 31.2, 32.1, and 34.3, if included, are totally and fully part of this contract and have been mutually negotiated by the parties.

IN WITNESS WHEREOF, the parties have executed this Agreement this _____ day of _____, 20____.

Each signatory below to this Contract warrants that they are the authorized agent of the respective party; and that they have the authority to enter into the contract and to bind the party thereto.

CONTRACTOR:

Camis USA, Incorporated

Dan Garofalo, VP Business Development

CONTRACTOR INFORMATION:

Camis USA, Incorporated

Mailing Address:

3100 E. Eisenhower Parkway, Ste 100
Ann Arbor, MI 48108

Email Address:

dan.garofalo@camis.com

WHATCOM COUNTY:

Recommended for Approval:

Department Director Date

Approved as to form:

Prosecuting Attorney Date

Approved:

Accepted for Whatcom County:

By: _____
Satpal Singh Sidhu, Whatcom County Executive

GENERAL CONDITIONS

Series 00-09: Provisions Related to Scope and Nature of Services

0.1 Scope of Services:

The Contractor agrees to provide to the County, services and any materials as set forth in the project narrative identified as Exhibit "A", during the Agreement period. No material, labor, or facilities will be furnished by the County, unless otherwise provided for in the Agreement.

Series 10-19: Provisions Related to Term and Termination

10.1 Term:

The term of this Agreement shall commence and end on the dates specified on the first page of this Agreement unless terminated or extended as provided elsewhere in this Agreement.

Services and any materials provided by the Contractor prior to or after the term of this Agreement shall be performed or provided at the expense of the Contractor and are not compensable under this contract unless both parties hereto agree to such provision in writing.

10.2 Extension:

The term, consideration, and other conditions of this original Agreement may be extended upon mutual written agreement of the parties. Any such extension shall be documented in a written amendment signed by both parties and shall specify the revised term and any applicable modifications to this Agreement. Failure to extend or renew this Agreement shall result in expiration of the Agreement at the end of its current term.

10.3 Renewal:

Subject to applicable law, County priorities, Contractor performance, and the availability of appropriated funds, this Agreement may be renewed on an annual basis, upon mutual written agreement of the parties. Any renewal shall require affirmative written notice from the County of intent to renew, no later than thirty (30) days prior to the expiration of the then-current term. Each renewal shall extend the Term and shall incorporate and continue in full force and effect the consideration, scope of work, and all other conditions of this Agreement, including any amendments properly executed during the then-current term.

The renewal shall be effected by written amendment executed by the parties and shall specify the renewal period and any approved changes to the Agreement. The cumulative duration of this Agreement, including the initial term, any extensions, and all renewals, shall not exceed five (5) years from the effective date of the original agreement, unless otherwise authorized by the County.

Failure of the County to provide the required affirmative written notice of intent to renew within the time specified above, or failure to execute a renewal amendment shall result in expiration of the Agreement at the end of its current term.

11.1 Termination for Default:

If the Contractor defaults by failing to perform any of the obligations of the contract or becomes insolvent or is declared bankrupt or commits any act of bankruptcy or insolvency or makes an assignment for the benefit of creditors, the County may terminate the contract, and at the County's option, obtain performance of the work elsewhere. Termination shall be effective upon the Contractor's receipt of the notice given pursuant to section 37.2 of this Agreement. If the contract is terminated for default, the Contractor shall not be entitled to receive any further payments under the contract until all work called for has been fully performed. Any extra cost or damage to the County resulting from such default(s) shall be deducted from any money due or coming due to the Contractor. The Contractor shall bear any extra expenses incurred by the County in completing the work, including all increased costs for completing the work, and all damage sustained, or which may be sustained by the County by reason of such default.

11.2 Termination for Reduction in Funding:

In the event that funding from State, Federal or other sources is withdrawn, reduced, or limited in any way after the effective date of this Agreement, and prior to its normal completion, the County may summarily terminate this Agreement as to the funds withdrawn, reduced, or limited, notwithstanding any other termination provisions of this Agreement. If the level of funding withdrawn, reduced or limited is so great that the County deems that the continuation of the programs covered by this Agreement is no longer in the best interest of the County, the County may summarily terminate this Agreement in whole, notwithstanding any other termination provisions of this Agreement. Termination under this section shall be effective in accordance with the provisions set forth in section 37.2 of this Agreement.

11.3 Termination for Public Convenience:

The County may terminate the Agreement in whole or in part whenever the County determines, in its sole discretion, that such termination is in the interests of the County. Whenever the Agreement is terminated in accordance with this paragraph, the Contractor shall be entitled to payment for actual work performed at unit contract prices for completed items of work. An equitable adjustment in the contract price for partially completed items of work will be made, but such adjustment shall not include provision for loss of anticipated profit on deleted or uncompleted work. Termination of this Agreement by the County at any time during the term, whether for default or convenience, shall not constitute breach of contract by the County.

Series 20-29: Provisions Related to Consideration and Payments

20.1 Accounting and Payment for Contractor Services:

Payment to the Contractor for services rendered under this Agreement shall be as set forth in Exhibit "B." Where Exhibit "B" requires payments by the County, payment shall be based upon written claims supported, unless otherwise provided in Exhibit "B," by documentation of units of work actually performed and amounts earned, including, where appropriate, the actual number of days worked each month, total number of hours for the month, and the total dollar payment requested, so as to comply with municipal auditing requirements.

Unless specifically stated in Exhibit "B" or approved in writing in advance by the official executing this Agreement for the County or its designee (hereinafter referred to as the "Administrative Officer") the County will not reimburse the Contractor for any costs or expenses incurred by the Contractor in the performance of this contract. Any such approval must be set forth in a written amendment executed by both parties and shall identify the specific cost or expenses not previously included in this Agreement.

Where required, the County shall, upon receipt of appropriate documentation, compensate the Contractor, no more often than monthly, in accordance with the County's customary procedures, pursuant to the fee schedule set forth in Exhibit "B."

21.1 Taxes:

The Contractor understands and acknowledges that the County will not withhold Federal or State income taxes. Where required by State or Federal law, the Contractor authorizes the County to withhold for any taxes other than income taxes (i.e., Medicare). All compensation received by the Contractor will be reported to the Internal Revenue Service at the end of the calendar year in accordance with the applicable IRS regulations. It is the responsibility of the Contractor to make the necessary estimated tax payments throughout the year, if any, and the Contractor is solely liable for any tax obligation arising from the Contractor's performance of this Agreement. The Contractor hereby agrees to indemnify the County against any demand to pay taxes arising from the Contractor's failure to pay taxes on compensation earned pursuant to this Agreement.

The County will pay sales and use taxes imposed on goods or services acquired hereunder as required by law. The Contractor must pay all other taxes, including, but not limited to, Business and Occupation Tax, taxes based on the Contractor's gross or net income, or personal property to which the County does not hold title. The County is exempt from Federal Excise Tax.

22.1 Withholding Payment:

In the event the County's Administrative Officer determines that the Contractor has failed to perform any obligation under this Agreement within the times set forth in this Agreement, then the County may withhold from amounts otherwise due and payable to the Contractor, the amount determined by the County as necessary to cure the default, until the Administrative Officer determines that such failure to perform has been cured. Withholding under this clause shall not be deemed a breach entitling the Contractor to termination or damages, provided that the County promptly gives notice in writing to the Contractor of the nature of the default or failure to perform, and in no case more than ten (10) days after it determines to withhold amounts otherwise due. A determination of the Administrative Officer set forth in a notice to the Contractor of the action required and/or the amount required to cure any alleged failure to perform shall be deemed conclusive, except to the extent that the Contractor acts within the times and in strict accord with the provisions of the Disputes clause of this Agreement. The County may act in accordance with any determination of the Administrative Officer which has become conclusive under this clause, without prejudice to any other remedy under the Agreement, to take all or any of the following actions: (a) cure any failure or default, (b) to pay any amount so required to be paid and to charge the same to the account of the Contractor, (c) to set off any amount so paid or incurred from amounts due or to become due the Contractor. In the event the Contractor obtains relief upon a claim under the Disputes clause, no penalty or damages shall accrue to the Contractor by reason of good faith withholding by the County under this clause.

23.1 Labor Standards:

The Contractor agrees to comply with all applicable state and federal requirements, including but not limited to those pertaining to payment of wages and working conditions, in accordance with RCW 39.12.040, the Prevailing Wage Act; the Americans with Disabilities Act of 1990; the Davis-Bacon Act; and the Contract Work Hours and Safety Standards Act providing for weekly payment of prevailing wages, minimum overtime pay, and providing that no laborer or mechanic shall be required to work in surroundings or under conditions which are unsanitary, hazardous, or dangerous to health and safety as determined by regulations promulgated by the Federal Secretary of Labor and the State of Washington.

Series 30-39: Provisions Related to Administration of Agreement

Contract for Services

Reservation and Point of Sale Software

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30.1 Independent Contractor:

In providing services under this Contract, the Contractor is an independent contractor, and neither it nor its officers, agents, or employees are employees of the County for any purpose. The Contractor shall be responsible for all federal and/or state tax, industrial insurance, and Social Security liability that may result from the performance of and compensation for these services and shall make no claim of career service or civil service rights which may accrue to a County employee under state or local law.

The County assumes no responsibility for the payment of any compensation, wages, benefits, or taxes, by, or on behalf of the Contractor, its employees, and/or others by reason of this Contract.

The Contractor shall protect, indemnify, defend, and save harmless the County, its officers, agents, and employees from and against any and all claims, costs, and/or losses whatsoever occurring or resulting from (a) the Contractor's failure to pay any such compensation, wages, benefits, or taxes, and/or (b) the supplying to the Contractor of work, services, materials, or supplies by the Contractor's employees or other suppliers in connection with or support of the performance of this Contract.

30.2 Assignment and Subcontracting:

The performance of all activities contemplated by this agreement shall be accomplished by the Contractor. No portion of this contract may be assigned or subcontracted to any other individual, firm or entity without the express and prior written approval of the County's Administrative Officer. Subcontractors must comply with the terms and conditions of this Agreement.

30.3 No Guarantee of Employment:

The performance of all or part of this contract by the Contractor shall not operate to vest any employment rights whatsoever and shall not be deemed to guarantee any employment of the Contractor or any employee of the Contractor or any subcontractor or any employee of any subcontractor by the County at the present time or in the future.

31.1 Ownership of Items Produced and Public Records Act:

All writings, programs, data, public records or other materials prepared by the Contractor and/or its consultants or subcontractors, in connection with performance of this Agreement, shall be the sole and absolute property of the County. If the Contractor creates any copyrightable materials or invents any patentable property, the Contractor may copyright or patent the same, but the County retains a royalty-free, nonexclusive and irrevocable license to reproduce, publish, recover, or otherwise use the materials or property and to authorize other governments to use the same for state or local governmental purposes. The Contractor further agrees to make research, notes, and other work products produced in the performance of this Agreement available to the County upon request.

Ownership. Any and all data, writings, programs, public records, reports, analyses, documents, photographs, pamphlets, plans, specifications, surveys, films or any other materials created, prepared, produced, constructed, assembled, made, performed or otherwise produced by the Contractor or the Contractor's subcontractors or consultants for delivery to the County under this Contract shall be the sole and absolute property of the County. Such property shall constitute "work made for hire" as defined by the U.S. Copyright Act of 1976, 17 U.S.C. § 101, and the ownership of the copyright and any other intellectual property rights in such property shall vest in the County at the time of its creation. Ownership of the intellectual property includes the right to copyright, patent, and register, and the ability to transfer these rights. Material which the Contractor uses to perform this Contract but is not created, prepared, constructed, assembled, made, performed or otherwise produced for or paid for by the County is owned by the Contractor and is not "work made for hire" within the terms of this Agreement.

Public Records Act. This Contract and all records associated with this Contract shall be available for inspection and copying by the public where required by the Public Records Act, Chapter 42.56 RCW (the "Act"). To the extent that public records then in the custody of the Contractor are needed for the County to respond to a request under the Act, as determined by the County, the Contractor agrees to make them promptly available to the County at no cost to the County. If the Contractor considers any portion of any record provided to the County under this Agreement, whether in electronic or hard copy form, to be protected from disclosure under law, the Contractor shall clearly identify any specific information that it claims to be confidential or proprietary. If the County receives a request under the Act to inspect or copy the information so identified by the Contractor and the County determines that release of the information is required by the Act or otherwise appropriate, the County's sole obligations shall be to notify the Contractor (a) of the request and (b) of the date that such information will be released to the requester unless the Contractor obtains a court order to enjoin that disclosure pursuant to RCW 42.56.540. If the Contractor fails to timely obtain a court order enjoining disclosure, the County will release the requested information on the date specified.

The County has, and by this section assumes, no obligation on behalf of the Contractor to claim any exemption from disclosure under the Act. The County shall not be liable to the Contractor for releasing records not clearly identified by the Contractor as confidential or proprietary. The County shall not be liable to the Contractor for any records that the County releases in compliance with this section or in compliance with an order of a court of competent jurisdiction.

The Contractor shall be liable to the requester for any and all fees, costs, penalties or damages imposed or alleged as a result of the

Contractor's failure to provide adequate or timely records.

This provision and the obligations it establishes shall remain in effect after the expiration of this contract.

31.2 Patent/Copyright Infringement:

The Contractor will defend and indemnify the County from any claimed action, cause or demand brought against the County, to the extent such action is based on the claim that information supplied by the Contractor infringes any patent or copyright. The Contractor will pay those costs and damages attributable to any such claims that are finally awarded against the County in any action. Such defense and payments are conditioned upon the following:

- a. The Contractor shall be notified promptly in writing by the County of any notice of such claim.
- b. The Contractor shall have the right, hereunder, at its option and expense, to obtain for the County the right to continue using the information, in the event such claim of infringement, is made, provided no reduction in performance or loss results to the County.

31.3 Web Content Accessibility:

The Contractor will ensure that all public-facing deliverables provided under this contract that constitute web content – including, without limitation, reports, presentations, flyers, digital handouts, and website material) conform to Web Content Accessibility Guidelines (WCAG) 2.1 (or any later version adopted by the Contractor) at Levels A and AA, to the extent applicable under the U.S. Department of Justice Title II web and mobile accessibility rule, 28 C.F.R. § 35.200 et seq.

The County may request reasonable clarifications or supplemental evidence regarding conformance with the standard, as set forth above. The Contractor will respond to any such requests within ten (10) days from the date of request.

If at any time the County identifies accessibility defects that materially impede completion of core tasks by its residents, the Contractor shall remediate those defects at no additional cost and re-present the affected deliverables for acceptance within a reasonable timeline.

32.1 Confidentiality:

The Contractor, its employees, subcontractors, and their employees shall maintain the confidentiality of all information provided by the County or acquired by the Contractor in performance of this Agreement, except upon the prior written consent of the County or an order entered by a court after having acquired jurisdiction over the County. The Contractor shall immediately give to the County notice of any judicial proceeding seeking disclosure of such information.

The Contractor shall report any known or suspected unauthorized access, acquisition, or disclosure of County data or personal information ("Data Breach") to the County within forty-eight (48) hours of discovery, in accordance with RCW 19.255 and RCW 42.56.590. Such notice shall include, to the extent known, the nature of the Data Breach, the data affected, and any actions taken or planned to mitigate harm.

The Contractor shall indemnify and hold harmless the County, its officials, agents or employees from all loss or expense, including, but not limited to, settlements, judgments, setoffs, attorneys' fees and costs resulting from the Contractor's breach of this provision, including failures to maintain confidentiality or to timely report a Data Breach.

The Contractor shall fully cooperate with the County in any investigation, litigation, administrative proceeding, or audit relating to a Data Breach or alleged breach of this Agreement, including providing records, affidavits, or testimony in a timely manner, and complying with any litigation or document preservation holds issued by the County or a court of competent jurisdiction.

The Contractor shall bear all costs associated with investigating, mitigating, and remediating a Data Breach, including notification of affected individuals and agencies, to the extent the Data Breach results from the Contractor's failure to meet its obligations under this Agreement or from the acts or omissions of the Contractor or its subcontractors. To the extent a Data Breach results from causes outside the Contractor's systems or reasonable control, including any compromise of County-side credentials, systems, or infrastructure, the costs of investigation, mitigation, remediation, and notification shall be borne by the party responsible for the cause.

33.1 Right to Review:

This contract is subject to review by any Federal, State or County auditor. The County or its designee shall have the right to review and monitor the financial and service components of this program by whatever means are deemed expedient by the Administrative Officer or by the County Auditor's Office. Such review may occur with or without notice and may include, but is not limited to, on-site inspection by County agents or employees, inspection of all records or other materials which the County deems pertinent to the Agreement and its performance, and any and all communications with or evaluations by service recipients under this Agreement. The Contractor shall preserve and maintain all financial records and records relating to the performance of work under this Agreement for three (3) years after contract termination, and shall make them available for such review, within Whatcom County, State of Washington, upon request. The Contractor also agrees to notify the Administrative Officer in advance of any inspections, audits, or program review by any individual, agency, or governmental unit whose purpose is to review the services provided within the terms of this Agreement. If no advance notice is given to the Contractor, then the Contractor agrees to notify the Administrative Officer as soon as it is practical.

The Contractor shall, at its own expense, obtain and continuously maintain the following insurance coverage for the duration of this contract, which shall include insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, subcontractors or employees. All insurers providing such insurance shall have an A.M. Best Rating of not less than A- (or otherwise be acceptable to the County) and be licensed to do business in the State of Washington and admitted by the Washington State Insurance Commissioner. Coverage limits shall be the minimum limits identified in this Contract or the coverage limits provided or available under the policies maintained by the Contractor without regard to this Contract, whichever are greater.

1. Commercial General Liability

Property Damage	\$500,000.00, per occurrence
General Liability & bodily injury	\$1,000,000.00, per occurrence
Annual Aggregate	\$2,000,000.00

At least as broad as ISO form CG 00 01 or the equivalent, which coverage shall include personal injury, bodily injury and property damage for Premises Operations, Products and Completed Operations, Personal/Advertising Injury, Contractual Liability, Independent Contractor Liability, medical payments and Stop Gap/Employer's Liability. Coverage shall not exclude or contain sub-limits less than the minimum limits required, unless approved in writing by the County.

2. Professional Liability

Professional Liability - \$1,000,000 per occurrence

Obtain professional liability insurance covering the negligent acts, errors, or omissions of the professional in connection with the performance of services to the County. If any insurance policy or the professional liability insurance is written on a claims made form, its retroactive date, and that of all subsequent renewals, shall be no later than the effective date of this Contract. The policy shall state that coverage is claims made, and state the retroactive date. Claims-made form coverage shall be maintained by the Contractor for a minimum of 36 months following the Completion Date or earlier termination of this Contract, and the Contractor shall annually provide the Contracting Agency with proof of renewal. If renewal of the claims made form of coverage becomes unavailable, or economically prohibitive, the Contractor shall purchase an extended reporting period ("tail") or execute another form of guarantee acceptable to the Contracting Agency to assure financial responsibility for liability for services performed.

3. Business Automobile Liability

\$1,000,000.00 Minimum, per occurrence

\$2,000,000.00 Minimum, Annual Aggregate

The Contractor shall provide auto liability coverage for owned, non-owned and hired autos using ISO Business Auto Coverage form CA 00 01 or the exact equivalent with a limit of no less than \$1,000,000 per accident. If the Contractor owns no vehicles this requirement may be met through a non-owned auto Endorsement to the CGL policy.

4. Additional Insurance Requirements and Provisions

- a. All insurance policies shall provide coverage on an occurrence basis.
- b. Additional Insureds. Whatcom County, its departments, elected and appointed officials, employees, agents and volunteers shall be included as additional insureds on the Contractor's and the Contractor's subcontractors' insurance policies by way of endorsement for the full available limits of insurance required in this contract or maintained by the Contractor and subcontractor, whichever is greater.
- c. Primary and Non-contributory Insurance. The Contractor shall provide primary insurance coverage and the County's insurance shall be non-contributory. Any insurance, self-insured retention, deductible, risk retention or insurance pooling maintained or participated in by the County shall be excess and non-contributory to the Contractor's insurance.
- d. Waiver of Subrogation. The insurance policy shall provide a waiver of subrogation with respect to each insurance policy maintained under this Contract. When required by an insurer, or if a policy condition does not permit the Contractor to enter into a pre-loss agreement to waive subrogation without an endorsement, then the Contractor agrees to notify the insurer and obtain such endorsement. This requirement shall not apply to any policy which includes a condition expressly prohibiting waiver of subrogation by the insured or which voids coverage should the Contractor enter into such a waiver of subrogation on a pre-loss basis.

- e. Review of and Revision of Policy Provisions. Upon request, the Contractor shall provide a full and complete certified copy of all requested insurance policies to the County. The County reserves the right, but not the obligation, to revise any insurance requirement, including but not limited to limits, coverages and endorsements, or to reject any insurance policies which fail to meet the requirements of this Contract. Additionally, the County reserves the right, but not the obligation, to review and reject any proposed insurer providing coverage based upon the insurer's financial condition or licensing status in Washington.
- f. Verification of Coverage/Certificates and Endorsements. The Contractor shall furnish the County with a certificate of insurance and endorsements required by this contract. The certificates and endorsements for each policy shall be signed by a person authorized by the insurer to bind coverage on its behalf. The certificate and endorsements for each insurance policy are to be on forms approved by the County prior to commencement of activities associated with the contract. The certificate and endorsements, and renewals thereof, shall be attached hereto as Exhibit "C". If Exhibit C is not attached, the Contractor must submit the certificate and endorsements required in this contract to the County prior to the commencement of any work on the contracted project. A certificate alone is insufficient proof of the required insurance; endorsements must be included with the certificate. The certificate of insurance must reflect the insurance required in this contract, including appropriate limits, insurance coverage dates, per occurrence, and in the description of operations, include the County project, Whatcom County, its departments, officials, employees, agents and volunteers as additional insureds, primary, non-contributory, and waiver of subrogation.
- g. The County must be notified immediately in writing of any cancellation of the policy, exhaustion of aggregate limits, notice of intent not to renew insurance coverage, expiration of policy or change in insurer carrier. The Contractor shall always provide the County with a current copy of the certificate and endorsements throughout the duration of the contract.
- h. No Limitation on Liability. The insurance maintained under this Contract shall not in any manner limit the liability or qualify the liabilities or obligations of the Contractor to the coverage provided by such insurance, or otherwise limit the County's recourse to any remedy available at law or equity.
- i. Payment Conditioned on Insurance and Failure to Maintain Insurance. Compensation and/or payments due to the Contractor under this Contract are expressly conditioned upon the Contractor's compliance with all insurance requirements. Failure on the part of the Contractor to maintain the insurance as required shall constitute a material breach of contract. Payment to the Contractor may be suspended in the event of non-compliance, upon which the County may, after giving five (5) business days' notice to the Contractor to correct the breach, immediately terminate the contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the County on demand or offset against funds due the Contractor. Upon receipt of evidence of the Contractor's compliance, payments not otherwise subject to withholding or set-off will be released to the Contractor.
- j. Workers' Compensation. The Contractor shall maintain Workers' Compensation coverage as required under the Washington State Industrial Insurance Act, RCW Title 51, for all of the Contractors' employees, agents and volunteers eligible for such coverage under the Industrial Insurance Act.
- k. Failure of the Contractor to take out and/or maintain required insurance shall not relieve the Contractor or subcontractors from any liability under the contract, nor shall the insurance requirements be construed to conflict with or otherwise limit the obligations concerning indemnification. The County does not waive any insurance requirements even in the event the certificate or endorsements provided by the Contractor were insufficient or inadequate proof of coverage but not objected to by the County. The County's failure to confirm adequate proof of insurance requirements does not constitute a waiver of the Contractor's insurance requirements under this Contract.
- l. Availability of Contractor Limits. If the Contractor maintains higher insurance limits than the minimums shown above, the County shall be insured for the full available limits, including Excess or Umbrella liability maintained by the Contractor, irrespective of whether such limits maintained by the Contractor are greater than those required by this contract or whether any certificate furnished to the County evidences limits of liability lower than those maintained by the Contractor.
- m. Insurance for Subcontractors. If the Contractor subcontracts (if permitted in the contract) any portion of this Contract, the Contractor shall include all subcontractors as insureds under its policies or shall require separate certificates of insurance and policy endorsements from each subcontractor. Insurance coverages by subcontractors must comply with the insurance requirements of the Contractor in this contract and shall be subject to all of the requirements stated herein, including naming the County as additional insured.
- n. The Contractor agrees that the Contractor's insurance obligation shall survive the completion or termination of this Contract for a minimum period of three years.

34.3 **Defense & Indemnity Agreement.** To the fullest extent permitted by law, the Contractor agrees to indemnify, defend and hold the County and its departments, elected and appointed officials, employees, agents and volunteers, harmless from and against any and all claims,

damages, losses and expenses, including but not limited to court costs, attorney's fees, and alternative dispute resolution costs, for any personal injury, for any bodily injury, sickness, disease, or death and for any damage to or destruction of any property (including the loss of use resulting therefrom) which: a) are caused in whole or in part by any error, act or omission, negligent or otherwise, of the Contractor, its employees, agents or volunteers or Contractor's subcontractors and their employees, agents or volunteers; or b) directly or indirectly arise out of or occur in connection with performance of this Contract or c) are based upon the Contractor's or its subcontractors' use of, presence upon, or proximity to the property of the County. This indemnification obligation of the Contractor shall not apply in the limited circumstance where the claim, damage, loss, or expense is caused by the sole negligence of the County.

Should a court of competent jurisdiction determine that this contract is subject to RCW 4.24.115, then in the event of concurrent negligence of the Contractor, its subcontractors, employees or agents, and the County, its employees or agents, this indemnification obligation of the Contractor shall be valid and enforceable only to the extent of the negligence of the Contractor, its subcontractors, employees, and agents. This indemnification obligation of the Contractor shall not be limited in any way by the Washington State Industrial Insurance Act, RCW Title 51, or by application of any other workmen's compensation act, disability benefit act or other employee benefit act, and the Contractor hereby expressly waives any immunity afforded by such acts.

It is further provided that no liability shall attach to the County by reason of entering into this contract, except as expressly provided herein. The parties specifically agree that this Contract is for the benefit of the parties only and this Contract shall create no rights in any third party. The County reserves the right, but not the obligation, to participate in the defense of any claim, damages, losses, or expenses, and such participation shall not constitute a waiver of the Contractor's indemnity obligations under this Agreement.

In the event the Contractor enters into subcontracts to the extent allowed under this Contract, the Contractor's subcontractors shall indemnify the County on a basis equal to or exceeding the Contractor's indemnity obligations to the County. The Contractor shall pay all attorney's fees and expenses incurred by the County in establishing and enforcing the County's rights under this indemnification provision, whether or not suit was instituted.

The Contractor agrees that all of Contractor's indemnity obligations shall survive the completion, expiration or termination of this Agreement. The foregoing indemnification obligations of the Contractor are a material inducement to County to enter into this Agreement and are reflected in the Contractor's compensation.

By signing this contract, the Contractor acknowledges that it has freely negotiated and agreed to the indemnification requirements to defend, indemnify and hold harmless the County from all claims and suits including those brought against the County by the Contractor's own employees, arising from this contract.

34.4 Limitation of Liability

Except as provided below, and to the maximum extent permitted by law, neither party's aggregate liability to the other for all claims arising out of or relating to this Agreement, whether in contract, tort (including negligence), or otherwise, shall exceed the total fees paid or payable by the County to the Contractor under this Agreement during the twelve (12) months immediately preceding the event giving rise to the claim. In no event shall either party be liable for indirect, incidental, special, consequential, or punitive damages, or for lost profits or lost revenue, arising out of or relating to this Agreement.

The foregoing limitations shall not apply to: (a) the Contractor's indemnification obligations under Sections 31.2 (Patent/Copyright Infringement) and 34.3 (Defense & Indemnity Agreement); (b) the Contractor's obligations under Section 32.1 (Confidentiality), including its obligations with respect to a Data Breach; (c) either party's liability for bodily injury, sickness, disease, or death, or for damage to or destruction of tangible property; (d) either party's obligation to pay amounts due under this Agreement; or (e) liability arising from a party's gross negligence, willful misconduct, or fraud.

35.1 Non-Discrimination in Employment:

The County's policy is to provide equal opportunity in all terms, conditions and privileges of employment for all qualified applicants and employees without regard to race, color, creed, religion, national origin, sex, sexual orientation (including gender identity), age, marital status, disability, or veteran status. The Contractor shall comply with all laws prohibiting discrimination against any employee or applicant for employment on the grounds of race, color, creed, religion, national origin, sex, sexual orientation (including gender identity), age, marital status, disability, political affiliation, or veteran status, except where such constitutes a bona fide occupational qualification.

Furthermore, in those cases in which the Contractor is governed by such laws, the Contractor shall take affirmative action to insure that applicants are employed, and treated during employment, without regard to their race, color, creed, religion, national origin, sex, age, marital status, sexual orientation (including gender identity), disability, or veteran status, except where such constitutes a bona fide occupational qualification. Such action shall include, but not be limited to: advertising, hiring, promotions, layoffs or terminations, rate of pay or other forms of compensation benefits, selection for training including apprenticeship, and participation in recreational and educational activities. In all solicitations or advertisements for employees placed by them or on their behalf, the Contractor shall state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex or national origin.

The foregoing provisions shall also be binding upon any subcontractor, provided that the foregoing provision shall not apply to contracts or subcontractors for standard commercial supplies or raw materials, or to sole proprietorships with no employees.

35.2 Non-Discrimination in Client Services:

The Contractor shall not discriminate on the grounds of race, color, creed, religion, national origin, sex, age, marital status, sexual orientation (including gender identity), disability, or veteran status; or deny an individual or business any service or benefits under this Agreement unless otherwise allowed by applicable law; or subject an individual or business to segregation or separate treatment in any manner related to his/her/their receipt any service or services or other benefits provided under this Agreement unless otherwise allowed by applicable law; or deny an individual or business an opportunity to participate in any program provided by this Agreement unless otherwise allowed by applicable law.

36.1 Waiver of Noncompetition:

The Contractor irrevocably waives any existing rights which it may have, by contract or otherwise, to require another person or corporation to refrain from submitting a proposal to or performing work or providing supplies to the County, and contractor further promises that it will not in the future, directly or indirectly, induce or solicit any person or corporation to refrain from submitting a bid or proposal to or from performing work or providing supplies to the County.

36.2 Conflict of Interest:

If at any time prior to commencement of, or during the term of this Agreement, the Contractor or any of its employees involved in the performance of this Agreement shall have or develop an interest in the subject matter of this Agreement that is potentially in conflict with the County's interest, then the Contractor shall immediately notify the County of the same. The notification of the County shall be made with sufficient specificity to enable the County to make an informed judgment as to whether or not the County's interest may be compromised in any manner by the existence of the conflict, actual or potential. Thereafter, the County may require the Contractor to take reasonable steps to remove the conflict of interest. The County may also terminate this contract according to the provisions herein for termination.

37.1 Administration of Contract:

This Agreement shall be subject to all laws, rules, and regulations of the United States of America, the State of Washington, and political subdivisions of the State of Washington. The Contractor also agrees to comply with applicable federal, state, county or municipal standards for licensing, certification and operation of facilities and programs, and accreditation and licensing of individuals.

The County hereby appoints, and the Contractor hereby accepts, the Whatcom County Executive, and his or her designee, as the County's representative, hereinafter referred to as the Administrative Officer, for the purposes of administering the provisions of this Agreement, including the County's right to receive and act on all reports and documents, and any auditing performed by the County related to this Agreement. The Administrative Officer for purposes of this agreement is:

Shannon Batdorf
Office Administrator
Whatcom County Parks & Recreation
3373 Mount Baker Highway
Bellingham, WA 98226

37.2 Notice:

Any notices or communications required or permitted to be given by this Contract must be (a) given in writing, and (b) personally delivered or mailed, by prepaid, certified mail or overnight courier, or transmitted by electronic mail transmission (including PDF), to the party to whom such notice or communication is directed, to the mailing address or regularly-monitored electronic mail address of such party as follows:

Whatcom County
3373 Mount Baker Highway
Bellingham, WA 9826
Attn: Shannon Batdorf
parks@co.whatcom.wa.us
sbatdorf@co.whatcom.wa.us

Camis USA, Incorporated
3100 E. Eisenhower Parkway, Ste 100
Ann Arbor, MI 48108

Any such notice or communication shall be deemed to have been given on (i) the day such notice or communication is personally delivered, (ii) three (3) days after such notice or communication is mailed by prepaid certified or registered mail, (iii) one (1) working day after such notice or communication is sent by overnight courier, or (iv) the day such notice or communication is sent electronically, provided that the sender has received a confirmation of such electronic transmission. A party may, for purposes of this Agreement, change his, her or its address, email address or the person to whom a notice or other communication is marked to the attention of, by giving notice of such change to the other party pursuant to this Section.

37.3 If agreed by the parties, this Contract may be executed by Email transmission and PDF signature and Email transmission and PDF signature shall constitute an original for all purposes.

38.1 Certification of Public Works Contractor's Status under State Law:

If applicable, by signing this contract, the Contractor certifies that it has fully met the responsibility criteria required of public works contractors under RCW 39.04.350 (1), which include: (a) having a certificate of registration in compliance with RCW 18.27; (b) having a current state unified business identifier number; (c) if applicable, having industrial insurance coverage for its employees working in Washington as required in Title 51 RCW, an employment security department number as required in Title 50 RCW, and a state excise tax registration number as required in Title 82 RCW; and (d) not being disqualified from bidding on any public works contract under RCW 39.06.010 or 39.12.065 (3).

38.2 Certification Regarding Federal Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions:

If applicable, by signing this contract, the Contractor further certifies, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or Agency.

The Contractor also agrees and certifies, by initialing below and executing this Agreement, that it shall not knowingly enter into any lower tier covered transactions (a transaction between the Contractor and any other person) with a person who is proposed for debarment, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, and the Contractor agrees to include this clause titled "Certification Regarding Federal Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction" without modification, in all lower tier covered transactions and in all solicitations for lower tier transactions.

The "Excluded Parties List System in the System for Award Management (SAM) website is available to research this information at WWW.SAM.GOV. The Contractor shall immediately notify Whatcom County if, during the term of this Contract, the Contractor becomes debarred. The Contractor further agrees to provide immediate written notice to the County if, at any time during the term of this Agreement, they learn that their certification was erroneous when made or has become erroneous by reason of changed circumstances.

38.3 Federal Employment Verification:

Where required by federal law, including contracts containing the Federal Acquisition Regulation (FAR) E-Verify clause (48 C.F.R. 52.222-54), Contractor shall comply with all applicable federal employment eligibility verification requirements.

Series 40-49: Provisions Related to Interpretation of Agreement and Resolution of Disputes

40.1 Modifications:

Either party may request changes in the Agreement. Any modification or amendment to this Agreement shall be valid and binding only through written agreement signed by both parties and executed by duly authorized representatives of both parties, and, for the County, approved by governing authority or county policy. No amendment shall be effective unless such approval has been obtained and the amendment has been fully executed.

40.2 Contractor Commitments, Warranties and Representations:

Any written commitment received from the Contractor concerning this Agreement shall be binding upon the Contractor, unless otherwise specifically provided herein with reference to this paragraph. Failure of the Contractor to fulfill such a commitment shall render the Contractor liable for damages to the County. A commitment includes, but is not limited to, any representation made prior to execution of this Agreement, whether or not incorporated elsewhere herein by reference, as to performance of services or equipment, prices or options for future acquisition to remain in effect for a fixed period, or warranties.

41.1 Severability:

If any term or condition of this contract or the application thereof to any person(s) or circumstances is held invalid, such invalidity shall not affect other terms, conditions or applications which can be given effect without the invalid term, condition or application. To this end, the terms and conditions of this contract are declared severable.

41.2 Waiver:

Waiver of any breach or condition of this contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of this contract shall be held to be waived, modified or deleted except by an instrument, in writing, signed by the parties hereto. The failure of the County to insist upon strict performance of any of the covenants and agreements of this Agreement, or to exercise any option herein conferred in any one or more instances, shall not be construed to be a waiver or relinquishment of any such, or any other covenants or agreements, but the same shall be and remain in full force and effect.

42.1 Disputes:

a. General:

Differences between the Contractor and the County, arising under and by virtue of the Contract Documents, shall be brought to the attention of the County at the earliest possible time in order that such matters may be settled or other appropriate action promptly taken. Except for such objections as are made of record in the manner hereinafter specified and within the time limits stated, the records, orders, rulings, instructions, and decisions of the Administrative Officer shall be final and conclusive.

b. Notice of Potential Claims:

The Contractor shall not be entitled to additional compensation which otherwise may be payable, or to extension of time for (a) any act or failure to act by the Administrative Officer or the County, or (b) the happening of any event or occurrence, unless the Contractor has given the County a written Notice of Potential Claim within ten (10) days of the commencement of the act, failure, or event giving rise to the claim, and before final payment by the County. The written Notice of Potential Claim shall set forth the reasons for which the Contractor believes additional compensation or extension of time is due, the nature of the cost involved, and insofar as possible, the amount of the potential claim. The Contractor shall keep full and complete daily records of the work performed, labor and material used, and all costs and additional time claimed to be additional.

c. Detailed Claim:

The Contractor shall not be entitled to claim any such additional compensation, or extension of time, unless within thirty (30) days of the accomplishment of the portion of the work from which the claim arose, and before final payment by the County, the Contractor has given the County a detailed written statement of each element of cost or other compensation requested and of all elements of additional time required, and copies of any supporting documents evidencing the amount or the extension of time claimed to be due.

d. Arbitration:

Other than claims for injunctive relief, temporary restraining order, or other provisional remedy to preserve the status quo or prevent irreparable harm, brought by a party hereto (which may be brought either in court or pursuant to this arbitration provision), and consistent with the provisions hereinabove, any claim, dispute or controversy between the parties under, arising out of, or related to this Contract or otherwise, including issues of specific performance, shall be determined by arbitration in Bellingham, Washington, under the applicable American Arbitration Association (AAA) rules in effect on the date hereof, as modified by this Agreement. There shall be one arbitrator selected by the parties within ten (10) days of the arbitration demand, or if not, by the AAA or any other group having similar credentials. Any issue about whether a claim is covered by this Contract shall be determined by the arbitrator. The arbitrator shall apply substantive law and may award injunctive relief, equitable relief (including specific performance), or any other remedy available from a judge but shall not have the power to award punitive damages. Each Party shall pay all their own costs, attorney fees and expenses of arbitration and the parties shall share equally in the Arbitrator's fees and costs. The decision of the arbitrator shall be final and binding and an order confirming the award or judgment upon the award may be entered in any court having jurisdiction. The parties agree that the decision of the arbitrator shall be the sole and exclusive remedy between them regarding any dispute presented or pled before the arbitrator. At the request of either party made not later than forty-five (45) days after the arbitration demand, the parties agree to submit the dispute to nonbinding mediation, which shall not delay the arbitration hearing date; provided, that either party may decline to mediate and proceed with arbitration.

Any arbitration proceeding commenced to enforce or interpret this Contract shall be brought within six years after the initial occurrence giving rise to the claim, dispute, or issue for which arbitration is commenced, regardless of the date of discovery or whether the claim, dispute, or issue was continuing in nature. Claims, disputes, or issues arising more than six years prior to a written request or demand for arbitration issued under this Contract are not subject to arbitration.

- e. The parties may agree in writing signed by both parties that a claim or dispute may be brought in Whatcom County Superior Court rather than mediation or arbitration.

Unless otherwise specified herein, this Contract shall be governed by the laws of Whatcom County and the State of Washington.

43.1 Venue and Choice of Law:

In the event that any litigation should arise concerning the construction or interpretation of any of the terms of this Agreement, the venue of such action of litigation shall be in the courts of the State of Washington in and for the County of Whatcom. This Agreement shall be governed by the laws of the State of Washington.

44.1 Survival:

The provisions of paragraphs 11.1, 11.2, 11.3, 21.1, 22.1, 30.1, 31.1, 31.2, 32.1, 33.1, 34.3, 34.4 36.1, 40.2, 41.2, 42.1, and 43.1, if utilized, shall survive, notwithstanding the termination or invalidity of this Agreement for any reason.

45.1 Entire Agreement:

This written Agreement, comprised of the writings signed or otherwise identified and attached hereto, represents the entire Agreement between the parties and supersedes any prior oral statements, discussions or understandings between the parties.

EXHIBIT “A”

SCOPE OF WORK

OUT-OF-THE-BOX SERVICES

With the exception of Req ID 1.10 and 1.15, Contractor will provide the following as Out-of the-Box services:

Req ID	Requirement
	Public Reservation Portal
1.1	24/7 online reservation capabilities
1.2	Secure, modern, mobile responsive design
1.3	ADA-compliant interface following WCAG (Web Content Accessibility Guidelines) standards
1.4	Calendar-based availability search
1.5	Location-based availability search
1.6	Booking by specific dates
1.7	Booking by available site across a date range
1.8	Reservation categories include individual campsites, group camps, cabins, overnight lodges, picnic shelters, day lodges, and classes
1.9	County residence-based pricing using zip code validation
1.10	ADA discount eligibility logic and secure document storage for proof of customer eligibility
1.11	Configurable pricing and fees, including optional add-on fees such as additional vehicle fees
1.12	Customer self-service for reservation management, including making, cancelling, transferring, and changing reservations
1.13	Configurable cancellation and refund policies
1.14	Email confirmation and notification
1.15	Auto generated cabin lockbox code on cabin rental confirmations (random 4-digit code on each separate confirmation; cabin is keyed to match the confirmation).
1.16	Interactive campground and site maps
1.17	Ability to sign liability waivers or rental agreements electronically and electronic document storage associated with reservation
1.18	Ability to display pop-up notices and information during the booking process
1.19	Customizable “agree to” checkbox sections throughout booking process
1.20	Integration / branding consistent with County website
	Administrative and Staff Features
2.1	Secure backend dashboard
2.2	Real time availability management
2.3	In-Use views that show only booked sites, cabins, or

	facilities for a give date range
2.4	Configurable rolling reservation windows and blackout dates based on product
2.5	View that shows all sites, cabins, or facilities, with indication of available or booked
2.6	Separate map views for each location that shows booked vs available rentals
2.7	Administrative ability to create, cancel, refund, transfer, or complete any other reservation task
2.8	Administrative ability to override fees or provide out of policy refunds
2.9	Ability to document reason for override or out of policy refund, and who it was approved by
2.10	User administration with tiered role-based access, with minimum three (3) tiers: Park Employee, Park Manager, Administrator
2.11	Secure individual logins
2.12	Configurable product specific messaging and pictures
2.13	Configurable notices and advisory messaging on booking pages
2.14	Configurable quick links on booking pages to park's website, rules, etc.
2.15	Configurable messaging on confirmations or receipts that is product specific
2.16	Ability to generate campsite hang tags (campsite marker showing customer name and dates)
2.17	Ability to generate upcoming arrivals list
2.18	User specific blind shift close
2.19	Audit trail for invoices and financial activity
2.20	Sales tracking for annual rifle range passes
	Technical Requirements
3.1	Secure, cloud-based hosting
3.2	High-availability architecture capable of handling heavy traffic, especially on reservation opening days
3.3	Full integration with payment processor such as Worldpay (current processor) or other service with competitive fees and no time limit on refunds
3.4	PCI-compliant payment handling managed by Vendor and certified by a third party
3.5	Provides credit card processing hardware for five (5) locations – Five (5) separate Merchant ID (MID) numbers
3.6	Ongoing maintenance and system updates
3.7	Must align with the requirements and best practices of the Washington State Auditor's Office
3.8	Go-Live date of December 1, 2026, as reservations for calendar year 2027 open on December 1, 2026
	Reporting and Analytics
4.1	Customizable accounting and operation reports including:

4.1.1	Trail Balance
4.1.2	Payment reports / End of Shift reports
4.1.3	In-Use Sites reports
4.1.4	Campground / facility arrival reports
4.1.5	Additional vehicle payment reports
4.1.6	Accounts receivable / unpaid invoices
4.1.7	All customer contact information and customer contact information based on reservation dates/locations
4.1.8	Inventory stock on hand
4.1.9	Concession sales reports
4.1.10	Discount / fee override report
4.1.11	Class registration reports
4.1.12	Statistics, trends, occupancy rates by rental facility or campsite
	POS and Inventory Management
5.1	In-person sales capability at multiple park locations
5.2	Inventory management for concessions, boat rentals, rifle range items
5.4	Integration with reservation and accounting modules
5.5	Boat rental tracking (in-out times, liability waivers)

CONFIGURED SERVICES

In addition, Contractor will configure Req ID 1.10 and 1.15 as was described in the bid response below:

Req ID 1.10 I ADA Discount Eligibility Logic and Proof of Eligibility:

Rate Categories and Account-Level Eligibility. The Camis system allows Rate Categories to be defined at the system level and associated directly with individual customer accounts. When an ADA or other discount Rate Category is assigned to a customer account, that assignment is linked to a unique account identifier that is validated by the system at the point of booking. This means that the discounted rate is only accessible to customers whose accounts carry the relevant Rate Category - it cannot be applied by other customers, cannot be selected at random, and does not rely on honor-system self-identification at checkout.

Controlled Access to Discount Rates. Because Rate Category eligibility is enforced at the account level rather than at the booking level, Whatcom County staff retain full administrative control over which customers have access to ADA-discounted pricing. Eligibility can be granted, modified, or revoked by authorized administrators at any time, and the Rate Category associated with each account is visible in the customer record for audit and reporting purposes.

Implementation Approach. Camis will work closely with Whatcom County Parks & Recreation during the configuration phase to design an ADA eligibility workflow that fits the County's specific operational requirements - including the eligibility verification process, the administrative workflow for assigning Rate Categories to qualifying accounts, and any reporting needs associated with the discount program. Camis's Implementation Specialist will facilitate a dedicated workshop on this topic during the Requirements Gathering phase to ensure the solution is tailored to the County's needs.

Camis is committed to ensuring that the County's ADA discount program operates effectively, equitably, and in accordance with applicable accessibility requirements. We look forward to collaborating with Whatcom County to confirm the precise configuration that best serves both the County's administrative needs and its customers.

Req ID 1.15 I Auto-Generated Cabin Lockbox Code on Confirmations (random 4-digit code on each separate confirmation; cabin is keyed to match the confirmation):

Date-Based Cabin Code Assignment. The Camis system supports the assignment of cabin access codes to confirmation letters based on the booking dates of the reservation. This means that a unique code corresponding to the customer's specific stay period can be included in the confirmation communication received by the customer - providing the access credential for their precise check-in and check-out window. Codes are configurable by cabin and by date range, allowing the County to manage its cabin access program on a booking-by-booking or period-by-period basis.

Customer-Facing Delivery. The cabin code is surfaced directly in the customer's reservation confirmation - the same document that contains their booking details, arrival instructions, and park rules. Customers receive this confirmation by email at the time of booking and can retrieve it at any time through their on-line account. This eliminates the need for staff to manually communicate codes and ensures that the customer always has their access credential available.

Implementation Approach. The specific configuration of Whatcom County's cabin code workflow - including code format, delivery timing, and the administrative process for setting and rotating codes - will be confirmed during the Requirements Gathering and Configuration phases of the implementation. Camis's Implementation Specialist will work directly with County Parks staff to design a process that aligns with the County's existing cabin access infrastructure and operational preferences.

Camis understands that reliable, frictionless cabin access is important to the customer experience and to park operations. We are committed to working with Whatcom County to implement a cabin code solution that delivers on this requirement and fits seamlessly into the overall reservation workflow.

ADDITIONAL TASKS

As detailed in Attachment A from Contractor's bid response, additional tasks include:

- Section 1 -Implementation Approach and Work Plan
- Section 2 - Support
- Section 3 – Systems Capabilities Overview

EXHIBIT "B"
(COMPENSATION)

The maximum consideration for the full scope of services required to implement and operate the Camis Campground Reservation and Point of Sale Platform for a five-year term is estimated not to exceed \$251,825.06 including sales tax, and is provided by the Park Facilities general fund.

The breakdown of one-time and annual costs, shown below under *Payment Details* shall be invoiced and based on the below invoice schedule. The Whatcom County Contract number shall be included on all billings or correspondence in connection with this Agreement. Payment will be made upon receipt of a properly prepared invoice from the contractor.

Payment Details:

Software Licences Costs								
Year	Payment Description	Invoice Schedule	Amount	Quantity	Discount	Subtotal	Sales Tax	Amount Due
Year 1: Aug. 2026 - Dec. 2026	Software License	50% invoiced upon contract execution and initial system provisioning	\$27,000.00	0.5	\$2,500.00	\$12,250.00	\$1,090.25	\$13,340.25
Year 1: Dec. 2026 - Dec 2026	Software License	50% invoiced upon go-live of all modules	\$27,000.00	0.5	\$2,500.00	\$12,250.00	\$1,090.25	\$13,340.25
Year 2: Aug. 2027 - July 2028	Software License	Invoiced Quarterly (January, April, July, October)	\$27,000.00	1.0	\$2,500.00	\$24,500.00	\$2,180.50	\$26,680.50
Year 3: Aug. 2028 - July 2029	Software License	Invoiced Quarterly (January, April, July, October)	\$27,000.00	1.0	\$2,500.00	\$24,500.00	\$2,180.50	\$26,680.50
Year 4: Aug. 2029 - July 2030	Software License	Invoiced Quarterly (January, April, July, October)	\$27,000.00	1.0	\$2,500.00	\$24,500.00	\$2,180.50	\$26,680.50
Year 5: Aug. 2030 - July 2031	Software License	Invoiced Quarterly (January, April, July, October)	\$27,000.00	1.0	\$2,500.00	\$24,500.00	\$2,180.50	\$26,680.50
Total								\$133,402.50

Credit Card Processing Fees								
Year	Payment Description	Invoice Schedule	Amount	Quantity	Discount	Subtotal	Sales Tax	Est. Amount Due
Year 1: Aug. 2026 - July 2027	Wired Payment Processing Device	One-time Cost invoiced upon receipt and installation of devices	\$399.00	5.0	\$0.00	\$1,995.00	\$177.56	\$2,172.56
Years 1- 5 post go-live	Camis Integrated Payment Processing	Invoiced monthly based on prior month's volume (3% + \$.010 / transaction)	\$23,250	5.0	\$0	\$116,250	\$0	\$116,250
Estimated Amount								\$118,422.56

EXHIBIT "C"
(CERTIFICATE OF INSURANCE)

Per clause 34.1 (4.)(f.), the Contractor must submit the certificate and endorsements required in this contract to the County prior to the commencement of any work on the contracted project.

EXHIBIT “A”, SCOPE OF WORK, ATTACHMENT “A”

Reservation and Point of Sale Software

Section 1: Implementation Approach and Work Plan

1.1. Implementation Overview

Camis USA Inc. brings more than two decades of experience implementing reservation and point-of-sale systems for park agencies across North America. Our implementation methodology is grounded in PMBOK best practices and has been refined across deployments ranging from single-facility operations to statewide systems serving millions of visitors annually. Washington State Parks - a Camis client for 26 consecutive years - is the most prominent example of this long-term commitment in the Pacific Northwest.

For Whatcom County Parks & Recreation, we propose a structured, six-phase implementation beginning August 2026 (contract execution) and culminating in a full production go-live on December 1, 2026- the date on which the system must be enabled for 2027 season reservations. This 4.5-month timeline is achievable because Camis's platform is a mature, fully cloud-hosted SaaS product that requires configuration rather than custom development. Our team has delivered comparable implementations within similar timeframes and understands the stakes of the December 1 deadline.

The transition from Brandt Information Services will be managed carefully to ensure continuity for existing permit holders and customers. Camis's in-house data migration tooling will extract, transform, and load Brandt data in three discrete phases, with each phase validated to 100% accuracy before the next begins.

- Contract execution and project kick-off: August 11, 2026
- Legacy system (Brandt) data migration begins: October 2026
- Requirements Gathering, Content Snare Batches 1, 2, 4: August 12, 2026
- User acceptance testing: October 12- November 6, 2026
- Staff training (virtual webinars): November 3-13, 2026
- Public website preview (browse / create accounts): November 17, 2026
- Go/No-Go authorization meeting: November 17, 2026
- PRODUCTION GO-LIVE - 2027 reservations open: December 1, 2026
- Hyper-care support period: December 1-31, 2026
- Transition to standard operational support: December 31, 2026

1.2. Project Management

Methodology

Camis manages all client implementations using a PMBOK-aligned project management framework

(Atlassian Jira and Confluence), and all decisions affecting scope, timeline, or budget are documented in writing.

Communication Cadence

Weekly status reports are prepared by the Camis Project Lead and distributed to Whatcom County counterparts at least 24 hours before each scheduled status meeting. Each report covers: tasks completed in the prior week, tasks planned for the upcoming week, open issues and their resolution owners, risks and mitigations, and any decisions required from the County. Status meetings are held weekly via Microsoft Teams and are typically 30-60 minutes in duration. Meeting notes are published to Confluence within 24 hours. Ad hoc communications are handled via Microsoft Teams messaging for routine questions and via email for matters requiring a formal record. Escalations to the Camis Client Account Manager or Executive Sponsor are available at any time.

Issue and Change Management

All issues identified during the project - whether raised by Camis or Whatcom County - are logged in the shared Jira workspace with a severity rating, owner, and target resolution date. Issues of critical or high severity are reviewed at each weekly status meeting. The Camis Project Lead maintains a change log documenting any modifications to the agreed scope; changes that affect the go-live date or add cost require a signed Change Order before implementation begins.

Camis follows an 11-step change control process that begins with a written change request, proceeds through impact assessment and County approval, and concludes with updated project documentation. This process ensures that the December 1 go-live commitment is protected against scope creep and that the County retains visibility into any modifications to the agreed-upon work plan.

Risk Management

A project risk register is established at kick-off and reviewed weekly throughout the project. Risk categories include timeline risk (particularly around the fixed December 1 go-live date), data migration complexity, integration dependencies, staff availability, and hardware procurement. Each risk is rated by probability and impact; high-priority risks are escalated to the Camis Client Account Manager and, if necessary, the Executive Sponsor. Mitigation plans are documented for all identified risks at the time of registration.

1.3. Vendor Resources

The Implementation Specialist (Tom Oldershaw) serves as the primary day-to-day point of contact for Whatcom County Parks staff throughout the implementation. He is supported by the Configuration Specialist (Jenna Hill), who performs the hands-on system build, and the QA Lead (Derek White), who manages the formal testing program. The Project Lead (Greg Rafalowski) provides schedule accountability and is responsible for the Go/No-Go recommendation at the end of Phase 5.

1.4. County Resources

A successful implementation depends on the active participation of Whatcom County Parks & Recreation staff at key stages. Camis's experience has shown that client-side engagement is the single most important predictor of a smooth go-live. We request the following County resources and commitments:

- **Project Coordinator / Primary Contact:** A named Whatcom County staff member who can make day-to-day decisions, coordinate internal stakeholders, and attend weekly status meetings. This individual does not need to be technical but must have authority to confirm requirements and approve deliverables.
- **Parks Operations Representative:** Staff member(s) with deep knowledge of current reservation workflows, fee schedules, permit types, and park rules. This person will be the primary respondent for the Content Snare requirements questionnaire and will lead the County's UAT effort.
- **POS / Finance Representative:** Staff member(s) familiar with current cash handling procedures, end-of-day reconciliation, and financial reporting requirements for POS transactions.
- **IT/Network Contact:** For coordination of any on-site hardware installation (POS terminals, receipt printers, network connectivity). Camis's platform is fully cloud-hosted and requires no server infrastructure, but reliable internet connectivity at park facilities is essential.
- **UAT Participation:** Commitment of Parks staff time for structured user acceptance testing during October 12- November 6, 2026. Camis will provide a detailed UAT test plan, scenario scripts, and a training session to prepare testers. Estimated time commitment is 2-4 hours per week per participating staff member.
- **Training Attendance:** Commitment of all end users to attend scheduled training sessions during the virtual training webinars scheduled in the weeks prior to go-live. Camis will offer role-based webinar modules (reservations, POS, reporting, administration) so that attendance is targeted and efficient.

1.5. Department End User Requirements

Camis uses Content Snare - a structured, collaborative web-based questionnaire tool - to gather detailed end user requirements during the Initiation and Requirements Gathering phases. Content Snare replaces the traditional requirements document with an iterative, form-driven process that allows County staff to respond at their own pace, upload reference materials (current fee schedules, facility maps, permit forms), and receive clarifying questions from the Camis team within the same interface.

The requirements gathering process covers the following areas:

- **Facility inventory:** parks, campgrounds, sites, cabins, shelters, day-use areas
- **Site characteristics:** site type, hookups, accessibility features, maximum occupancy, vehicle length
- **Fee schedules:** nightly rates, day-use fees, reservation fees, cancellation policies, county-resident discount rules

- **Permit and reservation rules:** minimum/maximum stay, blackout periods, advance booking windows, group reservation policies
- **POS product catalog:** merchandise, concessions, permit stickers, fee categories
- **Reporting requirements:** financial reports, occupancy reports, permit usage, custom report needs
- **Customer communication templates:** confirmation emails, reminder notifications, cancellation notifications
- **Staff roles and permission levels:** which staff can access which functions

1.6. Process Improvement

The transition from Brandt Information Services to Camis represents more than a technology refresh - it is an opportunity to modernize Whatcom County's reservation and permitting workflows. Camis brings best-practice experience from implementations across hundreds of park agencies and will proactively recommend process improvements during the requirements gathering phase.

Areas where the Camis platform typically enables measurable workflow improvements for counties transitioning from legacy systems include:

- **Online Self-Service:** Camis's public reservation portal allows customers to book, modify, and cancel reservations 24/7 without staff involvement, reducing phone volume and walk-in traffic at park offices.
- **Automated Customer Communication:** Configurable email notifications (booking confirmation, pre-arrival reminders, post-stay surveys) reduce staff time spent on manual outreach and improve the customer experience.
- **Real-Time Availability Visibility:** Staff can see live availability across all parks and facilities in a single dashboard, eliminating the need for manual availability checks or phone coordination between park locations.
- **Integrated POS and Reservation Reconciliation:** Because reservations and POS transactions flow into the same system, end-of-day reconciliation and financial reporting are consolidated - eliminating the manual export and reconciliation steps required by most legacy systems.
- **Configurable Permit Types:** The Camis permit module can replicate and improve upon any existing permit workflow, including day-use passes, annual permits, and special-event permits, with configurable eligibility rules and automated fulfillment.

1.7. Project Plan and Schedule

The following table presents the complete project schedule for the Whatcom County implementation. The schedule is organized by phase and reflects the August 11, 2026 contract start and the December 1, 2026 production go-live deadline. All dates assume timely County participation in requirements gathering, UAT, and training activities as described in County Resources

Task / Deliverable	Duration	Target Dates	Primary Owner	Key Milestone
Phase 1 – Initiation & Planning (August 11 – August 17)				
Project Kick-off meeting	1 day	August 11	Greg Rafalowski / Tom Oldershaw	Kick-off Complete
Draft project charter & communication plan	1 week	August 11-17	Greg Rafalowski	Charter signed
Confirm project team and roles	1 week	August 11-17	Kristine Vess-Golden	
Execute Content Snare onboarding for requirements (UAT, staging)	1 weeks	August 11- 17	Greg Rafalowski	
Establish Jira issue-tracking workspace	1 week	August 11-17	Greg Rafalowski	

Task / Deliverable	Duration	Target Dates	Primary Owner	Key Milestone
Phase 2 – Requirements Gathering & Data Kickoff (August 18 – August 31)				
Conduct Park/facility inventory workshops	2 weeks	August 18 – 31	Tom Oldershaw	
Document site types, amenities & fee schedules	2 weeks	August 18 – 31	Tom Oldershaw / Jenna Hill	
Review Brandt Data export and migration mapping	2 weeks	August 18 – 31	Tom Oldershaw	Migration plan approved
Define customer notification & communications plan	2 weeks	August 18 – 31	Kristine Vess-Golden	
Baseline security & PCI DSS 4.0.1 review	1 week	August 18 - 24	Tom Oldershaw	
Finalize hardware list (POS terminals, peripherals)	2 weeks	August 18 – 31	Camis team	Hardware order placed

Task / Deliverable	Duration	Target Dates	Primary Owner	Key Milestone
Phase 3 – Configuration & Design – Iteration 1 (September 1 – September 21)				
Load park / facility data (parks, sites, maps)	3 weeks	September 1 – 21	Jenna Hill / Tom Oldershaw	
Configure fee schedules, rate periods, & discounts	3 weeks	September 1 – 21	Jenna Hill	
Configure reservation rules (min/max stay, blackout)	2 weeks	September 1 – 14	Jenna Hill	
Configure POS product catalog & inventory	2 weeks	September 1 – 14	Jenna Hill	
Configure user roles & permissions	1 week	September 1 – 7	Tom Oldershaw	
Iteration 1 internal review & client walkthrough	1 week	September 8 – 14	Tom Oldershaw / Greg Rafalowski	Iteration 1 sign-off
Phase 3 – Configuration & Design – Iteration 2 (September 22 – October 5)				
Apply client feedback from iteration 1	1 week	September 22– 28	Jenna Hill / Tom Oldershaw	
Configure reporting & analytics dashboards	1 weeks	September 22 – 28	Tom Oldershaw	
Configure public website content & branding	2 weeks	September 22 – October 5	Tom Oldershaw	
Integrate payment processing (credit card / ACH)	2 weeks	September 22 – October 5	Tom Oldershaw	Payment testing complete
Integrate e-permit / day-use pass module	1 week	September 22 – 28	Jenna Hill	
Iteration 2 walkthrough & UAT preparation	1 week	September 22 – 28	Tom Oldershaw / Greg Rafalowski	Iteration 2 sign-off

Task / Deliverable	Duration	Target Dates	Primary Owner	Key Milestone
Phase 4 – User Acceptance Testing (October 6 – October 26)				
Data Migration – Phase 1: park content & facility data	2 weeks	October 6 - 19	Tom Oldershaw	Mig. Phase 1 complete
Staff UAT – reservation booking & management	3 weeks	October 6 - 26	Tom Oldershaw / Whatcom County	
Staff UAT – POS transactions & reconciliation	3 weeks	October 6 - 26	Tom Oldershaw / Whatcom County	
Public-facing website review & accessibility check	2 weeks	October 6 - 19	Tom Oldershaw / Whatcom County	
Data Migration – Phase 2: 2026 reservations	2 weeks	October 6 - 19	Camis Team	Mig. Phase 2 complete
Defect logging, resolution & regression testing	3 weeks	October 6 - 26	Derek White / Jenna Hill	All critical defects resolved
Phase 5 – System Readiness (October 27 – November 20)				
Staff training – operations & reservation management (virtual webinar)	2 sessions	Nov 3 – 13	Tom Oldershaw	All staff trained
Staff training – POS & cash handling (virtual webinar)	1 session	Nov 3 – 13	Tom Oldershaw	
Admin training – reporting & system administration (virtual webinar)	1 session	Nov 10 – 13	Tom Oldershaw	
Final pre-production system check & smoke test	1 week	Nov 9-13	Derek White	
Go/No-Go review meeting	1 day	November 17	Greg Rafalowski / Whatcom County	Go-Live authorized
Website preview enabled (browse & create accounts)	1 week	November 16-20	Tom Oldershaw	Public preview live

Task / Deliverable	Duration	Target Dates	Primary Owner	Key Milestone
Go-Live (December 1 st 2026 and beyond)				
Go-Live: system enabled for 2027 reservation season	1 day	Dec 1 st	Tom Oldershaw / Greg Rafalowski	GO-LIVE
Data Migration – Phase 3: final cutover from Brandt	1 week	Dec 1 – 4	Tom Oldershaw	Legacy migration complete
Hyper-care support (on-call Camis team)	4 weeks	December 1 – 31	Jenna Hill / Derek White	
Post go-live issue resolution & optimization	4 weeks	December 1 – 31	Jenna Hill / Derek White	
Transition to standard operation support	1 day	December 31 st	Krstine Vess-Golden	Operational transition complete

The schedule is managed in Atlassian Jira and updated weekly. The Whatcom County project coordinator will have read access to the Jira workspace throughout the project. Any changes to the schedule that affect the December 1 go-live date will be escalated immediately and require written agreement from both parties before proceeding.

1.8. System Installation and Configuration

Camis is a fully cloud-hosted SaaS platform. There is no server software to install at County facilities, and no on-premises database to maintain. The Camis platform is hosted on Microsoft Azure infrastructure in US-based data centers (primary: US East 2; disaster recovery: US West) with geo-redundant replication. All that is required at park facilities is a device with a modern web browser and reliable internet connectivity.

For POS operations, Camis supports a range of validated hardware configurations including countertop payment terminals, receipt printers, cash drawers, and barcode scanners. Hardware procurement and on-site installation are coordinated by the Camis team in collaboration with the County's IT contact.

Configuration Approach

System configuration is performed by the Camis Configuration Specialist (Jenna Hill) in the dedicated UAT environment and proceeds through two structured iterations, each concluding with a County walkthrough and formal sign-off:

- **Iteration 1:** Foundational configuration - park and facility data, sites, fee schedules, reservation rules, user roles, and POS catalog.
- **Iteration 2:** Refinements based on Iteration 1 feedback- public website content and branding, reporting dashboards, payment processing integration, and any additional permit types.

At the conclusion of Iteration 2, the system is frozen for UAT. Any additional changes after UAT freeze are subject to change control and may not be incorporated before go-live if they carry timeline risk.

1.9. Data Conversion

The transition from Brandt Information Services requires careful migration of available data to ensure continuity for any remaining active 2026 cabin and facility reservations. Based on Addendum 1, Whatcom County anticipates that migration will be limited to reservations that have not already occurred, primarily cabin and facility reservations for the remainder of 2026. Camis manages data migration using in-house, purpose-built migration tooling that has been used successfully across numerous legacy-system transitions.

Migration Approach

Migration is executed in structured phases to minimize risk and allow for validation at each stage before proceeding:

Phase 1 - Park Content and Facility Data: Configuration and, where available, migration or import of park, facility, and site records. This may include location data, site attributes, fee categories, and operational configurations needed to support testing and go-live. Completed before UAT begins so that staff can test against representative system data.

Phase 2 -Active 2026 Reservation Migration Preparation: Review of the Brandt data export, mapping of available fields, and preparation of migration scripts for any remaining active 2026 cabin and facility reservations that must carry forward into the Camis system. If additional customer, facility, historical, or operational data is made available in a usable export format, Cam is will review it with the County during implementation and determine the appropriate migration or archival approach.

Phase 3- Final Cutover: Migration of remaining active 2026 cabin and facility reservations and any other agreed active data required for operational continuity after go-live. This phase concludes the data migration program and supports transition from the Brandt system to Camis.

1.10. Staff Training

Camis delivers role-based training to ensure that every staff member receives instruction relevant to their specific responsibilities -without requiring all staff to sit through material that doesn't apply to their role. Training is delivered by the Implementation Specialist (Tom Oldershaw) via live, instructor-led webinar sessions in the weeks prior to go-live.

Training Modules

- **Parks Operations Staff (Reservation Management):** Searching and viewing reservations; creating and modifying reservations on behalf of customers; processing cancellations and refunds; checking in and checking out permit holders; running operational reports.
- **Parks Staff (Point of Sale):** Processing POS transactions (cash, credit, debit); applying discounts and fee waivers; end-of-day reconciliation and cash drawer close-out; voiding transactions; printing receipts.
- **Administrative Staff:** Generating and scheduling financial and occupancy reports; configuring fee schedules and seasonal pricing; managing user accounts and permissions; viewing audit logs.
- **System Administrators:** Full administrative access training; configuration change procedures; user role management; integration monitoring; escalation procedures for technical issues.

Training Format and Materials

Training is delivered via live, instructor-led webinars using Microsoft Teams. Session recordings are provided for future reference and onboarding of new staff. Camis also provides written quick-reference guides for each role, a searchable online help center, and access to the Camis Help Desk for post-training support.

Training sessions are conducted against Whatcom County's own configured data, so staff are practicing in a system that is functionally identical to the production environment they will use on December 1.

1.11. Testing Plan

Camis Internal Quality Assurance

Before any deliverable is presented to Whatcom County for review, it has already passed Camis's internal quality gates. The Camis platform is supported by more than 21,000 automated unit tests and a comprehensive automated end-to-end test suite that exercises all reservation, payment, and POS workflows. Configuration changes applied to the Whatcom County environment are reviewed by the QA Lead (Derek White) prior to client walkthrough.

User Acceptance Testing (UAT)

Formal UAT runs from October 12 to November 6, 2026 in the dedicated Camis UAT environment, which is an exact replica of the production system configured with Whatcom County data. The Camis QA Lead prepares a UAT test plan and scenario script covering all reservation, POS, payment, reporting, and administrative workflows. County staff execute each test case and record results-pass, fail, or observation -in the shared Jira workspace.

Issues identified during UAT are triaged by severity: critical issues (system cannot be used for intended purpose) are resolved within 48 hours; high issues within the current sprint; medium and low issues before go-live or added to the post-launch backlog by agreement. A full regression test cycle is run after each round of defect resolution.

Performance and Security Testing

Load and performance testing is conducted against the UAT environment prior to go-live to confirm that the system performs within defined response time thresholds under peak-season traffic conditions. Security scanning covers OWASP Top 10 vulnerabilities, dependency scanning, and PCI DSS 4.0.1 compliance verification.

1.12. Go-Live

The Go-Live milestone is December 1, 2026- the date on which the Camis system is enabled for 2027 season reservations and replaces Brandt as the County's active reservation and point-of-sale platform.

Go/No-Go Authorization

A formal Go/No-Go review meeting is held, attended by the Camis Project Lead, the County Project Coordinator, and the Camis Executive Sponsor. The review evaluates:

- All Iteration 2 configuration sign-offs are complete
- All critical and high UAT defects are resolved
- Data Migration Phases 1 and 2 are complete and reconciliation reports approved
- All staff training sessions are complete with satisfactory completion rates
- Infrastructure readiness confirmed (hardware installed, network verified)
- Rollback plan reviewed and understood by both teams

If all criteria are met, the Project Lead issues a written Go-Live authorization. If any criteria are unresolved, a remediation plan with a revised schedule is agreed before go-live proceeds.

Go-Live Day Activities

On December 1, 2026, the Camis Implementation Specialist and a member of the infrastructure team are available throughout the day to monitor system performance, support staff, and resolve any issues immediately. The Camis Help Desk is staffed with enhanced coverage. The public website is promoted from preview mode to full reservation capability at the designated opening time, and staff at all park locations are provided with same-day contact details for immediate Camis support.

1.13. Post Go-Live Testing and Acceptance

Camis provides a four-week hyper-care support period from December 1 through December 31, 2026. During this period, the Implementation Specialist (Tom Oldershaw) and the Client Account Manager (Kristine Vess-Golden) are in daily contact with Whatcom County, providing priority response to any operational issues. The Camis Help Desk is available 24/7 for critical system issues during this period.

Post-launch issues are tracked in Jira with the same severity classification used during UAT. Critical issues are escalated to the engineering team with a 4-hour response SLA; high issues within 1 business day. The Camis QA Lead monitors production logs and performance metrics daily during the hyper-care period to identify and proactively address any anomalies before they affect customers.

Operational Acceptance

At the close of the hyper-care period (December 31, 2026), Camis and Whatcom County conduct a formal operational acceptance review. This review confirms that all post-go-live issues are resolved, that staff are operating the system confidently, and that the County's reporting and financial reconciliation workflows are functioning as expected. Upon County acceptance, the engagement transitions from the implementation team to Camis's standard operational support model, with ongoing account management by Kristine Vess-Golden.

1.14. Documentation

Camis maintains comprehensive project and system documentation throughout the implementation lifecycle using Atlassian Confluence as the primary documentation repository. The County's project coordinator is granted read access to the Confluence workspace for the duration of the project.

Project Documentation

- Project Charter (scope, objectives, success criteria, team, governance)
- Communication Plan (meeting cadence, escalation paths, distribution list)
- Risk Register (risks, probability/impact ratings, mitigation plans, owners)
- Weekly Status Reports (archived throughout the project)
- Meeting Notes (all status and decision meetings)
- Change Log (all approved scope changes and their impact)
- UAT Test Plan and results log
- Data Migration reconciliation reports (all three phases)
- Go/No-Go authorization record

System Documentation

- Configuration documentation: parks, sites, fees, rules, and integrations as configured
- User guides and quick-reference cards for each staff role
- Administrator guide: system configuration, user management, reporting
- Integration specifications (payment processing, financial system extract formats)
- Disaster Recovery Plan summary and contact escalation matrix

All documentation is delivered to the County in electronic format at the close of the implementation engagement and is maintained in the Camis Help Center for ongoing reference. Documentation is updated whenever a configuration change is made post-launch, ensuring that the County always has an accurate record of how the system is configured.

Section 2: Support

2.1. Support Philosophy and Overview

Camis USA Inc. operates on a relationship-based support model. When you become a Camis client, you gain not just a software platform but a dedicated team with a long-term interest in your success. Our

longest-tenured client, Washington State Parks, has been supported by Camis for 26 consecutive years - a relationship built on responsive service, transparent communication, and a consistent commitment to resolving issues quickly and completely.

Our support program is structured in tiers-from a 24/7 help desk for critical production issues to a dedicated Client Account Manager who serves as your ongoing strategic partner. Every Whatcom County Parks staff member who contacts the Camis Help Desk will reach a trained professional with direct access to your account configuration and history. We do not use generic call centers or offshore support queues for our park agency clients.

- 24/7/365 coverage for Critical {P1} issues - 30-minute response, 4-hour resolution target
- Named Client Account Manager (Kristine Vess-Golden) for ongoing relationship management
- Dedicated Help Desk team for issue intake and escalation coordination
- 99.5% platform uptime SLA backed by Azure geo-redundant infrastructure
- Four-week hyper-care support period immediately following go-live (December 1-31, 2026)
- Camis Help Center: searchable knowledge base, how-to guides, and release notes
- PCI DSS 4.0.1 certified payment processing environment
- Formal Disaster Recovery Plan with defined RTO/RPO targets

2.2. Help Desk Operations

Access and Channels

The Camis Help Desk is accessible to all authorized Whatcom County Parks staff through the following channels:

- **Online portal:** The primary intake channel. Staff submit tickets through the Camis client portal, which automatically routes the issue to the correct team based on severity and category. All ticket history, notes, and attachments are stored in the portal and visible to the submitter.
- **Email:** For non-urgent issues and questions. Email submissions are converted to tickets automatically and routed accordingly.
- **Microsoft Teams:** During the implementation period and hyper-care window, a dedicated Teams channel is maintained for direct, real-time communication between Whatcom County and the Camis project team.

Staffing and Escalation

Camis provides a Help Desk team for the Whatcom County account. Tier 1 support handles routine inquiries, password resets, how-to questions, and minor configuration clarifications. Issues that cannot be resolved at Tier 1 are escalated to Tier 2 (the Implementation Specialist, Tom Oldershaw, for configuration matters) or Tier 3 (Camis platform engineering for platform-level issues). All escalations are documented in the ticket system with timestamps and resolution notes.

The escalation path for all issues flows as follows: Help Desk → Implementation Specialist → Camis Engineering → Client Account Manager. At each level, the ticket owner is responsible for updating the

client within the applicable SLA response window. No ticket is closed without confirmation from the submitter or an elapsed reasonable resolution period with no response.

2.3. Service Level Agreements

Camis's support SLAs are tiered by issue priority. Priority is assigned by the submitter at ticket creation and may be adjusted by Camis support staff if the initial classification does not reflect the actual impact. Whatcom County may escalate any ticket's priority by contacting the Help Desk Lead or Client Account Manager directly.

Priority	Definition	Initial Response	Resolution Target	Availability
Critical (P1)	System down or unusable; core reservation or payment processing completely unavailable	30 minutes	4 hours	24/7/365
High (P2)	Major feature unavailable or significantly degraded; workaround not available	2 hours	1 business day	Business hours + on-call
Medium (P3)	Feature impaired but workaround exists; moderate impact on operations	4 business hours	5 business days	Business hours

Business hours are defined as 8:00 AM - 8:00 PM Eastern Time, Monday through Friday, excluding US federal holidays. After-hours coverage for Critical (P1) issues is provided via an on-call engineering rotation. SLA clocks pause when Camis is waiting for information from the client necessary to diagnose or resolve the issue.

Platform Uptime SLA

Camis commits to a 99.5% monthly uptime SLA for the Camis Reservation and POS platform, measured as availability of the public reservation website and staff back-office application. Scheduled maintenance windows are communicated at least 72 hours in advance and are scheduled outside of peak reservation hours. Unplanned downtime is credited to the client's account in accordance with the service agreement terms.

2.4. System Monitoring and Alerting

Camis operates a continuous, automated monitoring program covering all components of the platform - application servers, database tiers, payment processing integrations, content delivery, and Azure infrastructure. Monitoring operates 24 hours a day, 365 days a year, and alerts are routed to on-call engineering staff within minutes of threshold breach.

What We Monitor

- **Application availability:** public reservation website and staff back-office portal
- **API response times:** reservation search, booking, payment processing, and reporting endpoints
- **Database performance:** query latency, connection pool health, replication lag

- **Payment processing:** transaction success rates, gateway connectivity, PCI-in-scope component health
- **Infrastructure:** Azure VM health, storage capacity, network throughput, certificate expiry
- **Security:** intrusion detection alerts, failed authentication rate anomalies, vulnerability scan results
- **Backup integrity:** daily confirmation that all database and file backups completed successfully

Client-Facing Status Communication

Camis maintains a public status page (status.ca-mis.com) that reflects real-time system health across all monitored services. Whatcom County staff can subscribe to status page notifications and will receive proactive email alerts whenever a service disruption or maintenance window affects the platform. For incidents classified as Critical, Camis also notifies the Client Account Manager directly so that she can communicate with the County ahead of any client-initiated support inquiry.

2.5. Infrastructure and Disaster Recovery

Cloud Infrastructure

The Camis platform is hosted entirely on Microsoft Azure with a primary data center in the US East 2 region (Virginia) and a geo-redundant disaster recovery environment in the US West region (California). All client data - including reservation records, customer profiles, payment transaction records, and system configuration - is replicated continuously between regions. No client data is stored or processed outside the United States.

Azure's managed services provide automatic horizontal scaling of application tiers during peak demand periods- such as the opening of the 2027 reservation season on December 1, 2026 - without requiring manual intervention or advance capacity requests from the County. Ca mis has successfully managed opening-day traffic surges for statewide systems with hundreds of thousands of concurrent reservation searches.

Disaster Recovery Plan

Camis maintains a formal Disaster Recovery Plan (DRP) that is tested annually and updated whenever material changes are made to the platform architecture. The DRP defines:

- **Recovery Time Objective (RTO):** Maximum acceptable time from incident declaration to service restoration. Camis's RTO is 4 hours for a full platform failure scenario requiring regional failover.
- **Recovery Point Objective (RPO):** Maximum acceptable data loss measured in time. Camis's RPO is 1 hour, achieved through continuous database replication and hourly transaction log backups.
- **Failover Procedure:** In the event of a primary region failure, traffic is redirected to the US West disaster recovery environment via Azure Traffic Manager. The failover process is automated and does not require manual DNS changes by the client.
- **Data Backup:** Full database backups are performed nightly with 30-day retention. Transaction log backups run hourly. Backup restoration is tested quarterly to confirm integrity.

- **Annual DR Test:** Camis conducts a full DR failover simulation annually. Results are documented and shared with clients upon request.

User Protection and Service Continuity

Camis provides user protection through a SaaS continuity model rather than traditional source code escrow. Because the Cam is solution is a hosted, cloud-based platform operated by Camis, source code escrow alone would not provide the County with a practical continuity path without the supporting hosting environment, deployment processes, payment integrations, monitoring, security controls, and operational support model.

To protect Whatcom County, Camis maintains a formal disaster recovery program, geo-redundant Azure hosting, documented RTO/RPO targets, regular backups, tested restoration procedures, and ongoing monitoring. County data remains available for reporting, export, and transition purposes in accordance with the final agreement. In the event of contract termination or transition to another system, Cam is will provide reasonable transition assistance, including data export support, documentation, and coordination with the County or its successor vendor to support continuity of operations.

Security and Compliance

The Camis payment processing environment is PCI DSS 4.0.1 certified. Annual PCI assessments are conducted by a qualified security assessor (QSA), and the current Attestation of Compliance (AoC) is available to Whatcom County upon request. Camis's security posture is maintained through quarterly vulnerability scanning, penetration testing, dependency scanning, and security patch management across all platform components.

All data in transit is encrypted using TLS 1.2 or higher. All data at rest is encrypted using AES-256. Access to production systems is controlled via role-based access control (RBAC) with multi-factor authentication required for all Camis engineering staff. Audit logs of all administrative access to client environments are retained for a minimum of 12 months.

2.6. Training and Knowledge Resources

Initial Training (Implementation Phase)

Role-based training for all Whatcom County Parks staff is delivered by Tom Oldershaw during the System Readiness phase (the weeks prior to go-live). Training is conducted against Whatcom County's own configured data, ensuring that staff are practicing in a system that is functionally identical to production.

Ongoing Training Resources

Following go-live, Camis provides the following ongoing training and knowledge resources at no additional cost:

- **Camis Help Center:** A searchable online knowledge base containing how-to guides, step-by-step tutorials, FAQs, and troubleshooting articles organized by module and role. Content is maintained by Camis's product team and updated with each product release.

- **Training recordings:** All initial training sessions are recorded and made available in the Help Center under the Whatcom County account. New staff can on board using the recorded sessions rather than scheduling new live training.
- **Quick-reference cards:** Single-page role-based reference guides for the most common tasks (opening/closing a reservation, processing a POS transaction, running an end-of-day report). Provided as printable PDFs.
- **Live training on request:** Additional live training sessions for new staff, refresher training after product updates, or training on newly-enabled features are available at the standard professional services rate. For minor refreshers, the Client Account Manager can often coordinate a brief coaching session at no charge.
- **Release notes and webinars:** All product updates are accompanied by written release notes published to the Help Center. For major releases, Camis hosts a live webinar for client staff to demonstrate new features and answer questions.

2.7. Product Updates and Release Management

The Camis platform follows a continuous delivery release model. Software updates - including new features, performance improvements, and security patches - are deployed to the production environment on a regular cadence, typically every two to four weeks. Because Camis is a SaaS platform, all updates are applied by Camis automatically; there is no action required by Whatcom County IT staff to receive updates.

Notification and Change Management

All planned updates are communicated via release notes published to the Help Center at least five business days before deployment. Release notes describe every change, including feature enhancements, bug fixes, configuration changes that may affect client behavior, and any items requiring client awareness. Emergency security patches may be deployed with shorter notice; in these cases, Camis notifies the Client Account Manager directly and publishes an advisory on the status page. Updates that change the user interface or alter existing workflows are accompanied by an updated section of the Help Center and, for material changes, a proactive communication from the Client Account Manager.

Preview Environment

Camis provides a Preview environment (in addition to the UAT environment) where clients can test their current configuration against upcoming platform releases before those releases reach production. Whatcom County staff are encouraged to test critical workflows in the Preview environment prior to each major release. If a release introduces unexpected behavior in the Whatcom County configuration, Camis's QA team will work to resolve the issue before the production deployment proceeds.

2.8. Account Management and Ongoing Partnership

Kristine Vess-Golden serves as the dedicated Client Account Manager for the Whatcom County engagement. Her role extends well beyond contract administration: she is an active participant in the

implementation, the go-live, and the ongoing operational relationship, and she is the primary escalation contact for any matter that cannot be resolved through the standard Help Desk channel.

Ongoing Cadence

- **Quarterly business reviews:** Kristine schedules a quarterly review call with Whatcom County's project coordinator to discuss system performance, upcoming product roadmap items relevant to the County's use case, any open issues, and plans for the coming season.
- **Annual renewal review:** In advance of each contract renewal, Kristine provides a written account summary including uptime statistics, ticket volume and resolution metrics, and any recommended configuration improvements for the coming year.
- **Proactive outreach:** If Camis's monitoring identifies a trend that may affect the County's operations - such as a configuration improvement that could reduce booking abandonment or an upcoming platform change affecting the County's workflow- Kristine communicates this proactively rather than waiting for the County to raise it.
- **Access to product roadmap:** Whatcom County is welcome to submit feature requests and configuration enhancement requests at any time through the Help Desk portal. Kristine champions client requests internally and provides regular updates on roadmap status.

Support Contact Summary

Role	Name	Scope	Contact Method
Implementation Specialist	Tom Oldershaw	Configuration questions; post-launch tuning; training follow-up	Email / Microsoft Teams
Client Account Manager	Kristin Vess-Golden	Relationship management; renewal; escalation to Camis leadership	Email / Phone

Section 3: System Capabilities Overview

3.1. Public Reservation Portal

The Camis public reservation website is a modern, fully hosted consumer web application designed around the principle that booking an outdoor experience should be as intuitive as booking a hotel. The site is built on a responsive framework that adapts seamlessly to desktop, tablet, and mobile viewports, requiring no app installation and no county IT involvement to maintain.

Availability Search and Booking

Visitors may search for available sites or facilities using a calendar-based date picker, a map-based proximity search, or a combination of both. From a single search, customers can browse availability across campsites, cabins, group camps, picnic shelters, day lodges, overnight lodges, and class

registrations - all within a unified interface. Once a site is selected, the booking workflow guides the customer through date selection, occupancy details, add-on options (such as additional vehicle fees), and payment in a single streamlined session. Reservations are confirmed instantly, and availability is updated in real time so that no two customers can book the same site simultaneously.

Customers may choose to book a specific site by date, or to search across a date range for any available site - a feature particularly valued by customers with flexible schedules. Interactive campground and site maps allow customers to view the physical layout of each facility, understand site characteristics, and select their preferred location before committing to a reservation.

Pricing, Discounts, and Fees

County-resident pricing is supported natively through zip code validation at the time of booking. When a customer enters a qualifying Whatcom County address, the system automatically applies the resident rate without requiring staff intervention. ADA discount eligibility is managed through the Rate Category system: administrators assign the relevant Rate Category to qualifying customer accounts, and the discounted rate is then accessible only to those accounts. Eligibility logic and discount amounts are configurable by administrators.

All pricing rules, fee structures, and optional add-ons are fully configurable by County staff through the administrative interface. Changes take effect in real time and are applied consistently across all sales channels.

Customer Self-Service

Customers with a Camis account can log in at any time to view, modify, cancel, or transfer their reservations without contacting a staff member. Cancellation and refund policies are configurable by product, and the system enforces those policies automatically - calculating applicable fees, processing refunds to the original payment method, and sending updated confirmation emails, all without staff involvement.

Reservation confirmations are sent by email immediately upon booking and include all relevant details: site or facility information, arrival and departure dates, payment summary, and any product-specific instructions configured by the County. For cabin rentals, cabin access codes can be configured and included in confirmation emails, supporting contactless arrival workflows. The specific cabin code configuration will be confirmed with Whatcom County during the implementation phase.

Compliance, Accessibility, and Agreements

The Camis public website meets WCAG 2.1 Level AA accessibility standards, ensuring it is usable by visitors with visual, auditory, motor, or cognitive disabilities. The platform is continuously tested using WAVE, Site Improve, Colour Contrast Analyzer, and screen readers including JAWS and NVDA. This meets and exceeds the ADA-compliant interface requirements listed in Exhibit A.

Electronic liability waivers and rental agreements can be presented to customers at appropriate points in the booking workflow and must be acknowledged before a booking is completed. Signed documents are stored digitally and associated permanently with the reservation record, eliminating the need for paper

waivers. Pop-up notices, advisory messages, and customizable "agree to" checkboxes can be added to any step of the booking process by administrators without requiring a system change request.

The reservation website is designed to integrate visually with the County's existing web presence. Header and footer branding, color schemes, logo placement, and navigation links can all be configured to match the County's website, creating a seamless experience for residents moving between county.whatcom.gov and the reservation portal.

3.2. Administrative and Staff Features

The Camis field application provides County park staff with a comprehensive suite of reservation management and operational tools accessible from any internet-connected device. The backend shares the same centralized database as the public website and call center - meaning that every transaction completed through any channel is immediately visible to staff, and every administrative action taken by staff is immediately reflected in the customer-facing portal.

Real-Time Availability and Site Management

Staff can view real-time availability across all facilities and date ranges from a single dashboard. Multiple view modes are available: an "in-use" view displaying only currently booked sites for a given period; a full inventory view showing all sites with their booked or available status; and interactive map views for each location that visually distinguish available from occupied sites. Rolling reservation windows and blackout dates are configurable per product -for example, the County can open 2027 reservations on December 1, 2026 while keeping prior blackout periods locked.

Reservation Management

Staff can perform any reservation action that a customer can perform on line, plus additional administrative capabilities. These include creating walk-in reservations, modifying any existing booking, processing cancellations or transfers, and applying out-of-policy refunds when circumstances warrant. When an override or out-of-policy action is taken, the system prompts the staff member to document the reason and the name of the approving supervisor - creating an audit record that supports alignment with Washington State Auditor financial control and cash-handling expectations, and the County's internal controls.

User administration uses a tiered role-based access model with at minimum three levels: Park Employee, Park Manager, and Administrator. Each tier has configurable permissions - for example, a Park Employee can process standard transactions and generate arrival lists, a Park Manager can authorize refund overrides, and an Administrator can modify fee structures and create user accounts. All staff access is through secure individual logins; shared credentials are not permitted.

Configurable Messaging and Content

Product-specific messaging, images, quick links, and advisory notices are all manageable by authorized staff through the administrative interface without requiring vendor involvement. This includes the content displayed on booking pages, confirmation emails, receipts, and check-in materials. The system

can display urgent notices to customers during the booking process - useful for informing visitors of temporary closures, fire restrictions, or facility updates.

Operational Tools

Several operational tools are built in to support day-to-day park management. Campsite hang tags can be generated for any reservation, printing the customer's name, site number, and stay dates in a format suitable for placement at the campsite. Upcoming arrivals lists can be generated for any date range and filtered by facility or location. Blind shift close functionality allows each staff member to close their own shift independently without seeing other users' totals, maintaining the separation of financial responsibilities required for audit compliance. Annual rifle range passes are managed as digital pass products with configurable validity dates and are sold through all channels- online or at the counter.

A complete audit trail is maintained for all financial activity, capturing the user, timestamp, action taken, and prior and new values for any field that was modified. This log is non-deletable and accessible to administrators and authorized auditors.

3.3. Technical Requirements

Camis's technical infrastructure has been built and hardened over two decades of operating mission-critical reservation systems for government agencies. The platform's architecture, security certifications, and operational track record collectively address every technical requirement in Exhibit A of RFP 26-31

Cloud Infrastructure and High Availability

The Camis platform is hosted entirely within Microsoft Azure's commercial cloud, specifically in the US East 2 region (Virginia), which comprises three physically separate availability zones with independent power, cooling, and networking. The architecture is designed so that the failure of any single zone - or even the primary region - does not result in service disruption. All data is geo-replicated to the US West region, ensuring business continuity in the event of a regional outage. This infrastructure delivers a 99.9% uptime SLA for core reservation services.

The platform is built to handle the concentrated demand spikes that characterize government reservation openings. At peak, Camis processes more than 40,000 reservations per hour and handled over 15 million transactions in 2023 across its client base. On reservation opening days - such as Whatcom County's December 1 opening- the system automatically scales to absorb demand, without any action required from County staff or the Camis operations team.

Payment Processing and PCI Compliance

Payment processing is fully integrated into the Camis platform. Camis has maintained PCI-DSS Level 1 certification continuously since 2007 - the highest level of compliance available - and is listed with the PCI Security Standards Council and all major card brands as a certified Level 1 Service Provider. The most recent attestation was completed in December 2024 by A-LIGN, an accredited Qualified Security Assessor. All cardholder data is handled exclusively within the Camis PCI-compliant environment; the County never touches raw card data.

Camis supports integration with major payment processors, including Worldpay and other services with competitive interchange rates and no artificial time limits on refunds. Credit card processing hardware will be provided for all five of Whatcom County's locations, each with its own Merchant ID (MID), supporting independent financial reconciliation per park.

Ongoing Maintenance and Washington State Compliance

All system maintenance, security patching, and feature updates are managed entirely by Camis. The County benefits from platform improvements delivered to the entire Camis client base without needing to manage upgrades or test patches. Maintenance windows are scheduled during low-traffic periods and communicated in advance.

The Camis platform supports alignment with Washington State Auditor's Office financial control and cash-handling expectations through a combination of technical controls and third-party certifications. In addition to PCI-DSS Level 1, Camis holds SOC 1 and SOC 2 Type II certifications continuously since 2012. While these certifications do not by themselves ensure full compliance with Washington State Auditor requirements, they provide meaningful independent assurance of financial reporting and security controls. Camis's 25-year relationship with Washington State Parks demonstrates a sustained track record of operating within Washington State's audit and accountability framework.

The Go-Live date of December 1, 2026 - required so that 2027 reservations can open on that date - is achievable within Camis's standard implementation timeline. Camis's implementation approach, detailed in Section 5 of the proposal, is specifically designed to meet firm go-live dates for government clients with existing operational systems.

3.4. Reporting and Analytics

Camis provides a comprehensive reporting suite that covers the full spectrum of operational and financial intelligence needed to manage a multi-site parks and recreation system. Reports are accessible in real time from the administrative dashboard and can be exported to Excel, CSV, or PDF formats for use in external systems.

Financial and Accounting Reports

The platform generates a complete set of financial reports aligned with standard government accounting practices. The trial balance report summarizes all revenue activity across payment types, products, and locations for any date range. End-of-shift and end-of-day reports provide staff with a complete summary of transactions processed during their shift, supporting the blind shift close process described in Section 2. Accounts receivable and unpaid invoice reports show outstanding balances across customers and products, and fee override reports document every instance where standard pricing was modified - capturing the reason, the authorizing manager, and the financial impact.

Operational Reports

Operational reporting covers the full lifecycle of the reservation system. Arrival reports can be generated for any facility and date range, showing all upcoming guests with their reservation details, site assignments, and contact information. In-use site reports show current occupancy at a glance. Additional

vehicle fee reports, concession sales reports, and class registration reports are all available as standard outputs. Inventory stock-on-hand reports provide real-time visibility into merchandise and concession inventory levels.

Customer Data Statistics

All customer contact information is stored within the Camis platform and is reportable by reservation date range, location, product type, or customer attributes such as zip code. This supports County outreach, marketing communications, and emergency notifications. Statistical and trend reports show occupancy rates, revenue per facility, year-over-year comparisons, and seasonal patterns - enabling the County to optimize pricing, staffing, and capital planning. Customizable report parameters allow staff to define the exact date ranges, facilities, and metrics they need without relying on a fixed report library.

3.5. Point of Sale and Inventory Management

The Camis Point of Sale module extends the platform's reservation capabilities into in-person sales at park locations, providing a unified system for all revenue transactions regardless of whether the customer books online or in person at a park. The POS module runs on standard hardware at each of the County's five locations and shares the same database as the reservation and reporting modules.

In-Person Sales and Multi-Location Support

Staff can process walk-in reservations, day-use fees, concession sales, merchandise sales, and rental transactions from a single POS interface. Each location operates as an independent merchant with its own MID, cash drawer reconciliation, and shift close process - while all transactions roll up to county-wide reporting in real time. The system supports split-tender transactions (for example, a customer paying part cash and part card), voids, refunds, and exchanges.

Inventory Management

Inventory for concessions, merchandise, and rental equipment is tracked in real time at the item level. As items are sold through any channel - POS, online, or administrative - inventory counts are decremented automatically. Re-order alerts, stock-on-hand reports, and inventory adjustment tools are available to managers. Rental item tracking captures availability, rental periods, and return status, with specific support for boat rental workflows including in-out time logging and liability waiver capture.

Integration with Reservation and Accounting Modules

Because the POS, reservation, and reporting modules all share a single centralized database, there is no need for batch imports, manual reconciliation, or third-party middleware. A customer who books a campsite online and then purchases firewood at the park gate has a single unified customer record. Financial reports reflect all revenue streams - reservation fees, concession sales, rental income, and merchandise - in a single consolidated view. This integration eliminates the data silos and reconciliation burden common to agencies running separate reservation and POS systems.

3.6. Conclusion

The descriptions in this document reflect functionality that is live and in production across Camis's government client base today. The vast majority of Exhibit A requirements are met out-of-the-box; the two requirements designated as Configurable (Req IDs 1.10 and 1.15) are addressed through Camis's configuration capabilities as described in the accompanying Exhibit A narrative.

We welcome any questions from the County's evaluation team regarding specific capabilities, integration approaches, or implementation planning. Contact information for the Camis project team is provided in the cover letter accompanying this response.