



# MEMORANDUM

**To:** Satpal Sidhu, Whatcom County Executive Satpal Sidhu  
**From:** Bennett Knox, Director – Parks & Recreation  
**Through:** Shannon Batdorf, Office Administrator – Parks & Recreation  
**Subject:** Reservation and Point of Sale Software  
**Date:** July 23, 2026

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Enclosed is a contract between Whatcom County and Camis USA, Incorporated for your review and signature.

## **Background and Purpose**

The Parks & Recreation Department currently manages a variety of park facilities, programs, and revenue-generating services, including:

- 134 campsites at 2 park locations with 4 campgrounds
- 7 cabins and 1 overnight lodge
- 10 Picnic shelters
- 4 day-use lodges
- Boat rentals at two 2 parks
- Concessions at two 2 parks
- Rifle range retail operations
- Classes and recreational programs

Currently, the Parks Department uses a reservation and point of sale platform provided by Brandt Information Services. However, this system no longer meets our operational needs regarding scalability, reporting, POS integration, and customer self-service functionality. Additionally, the existing contract with Brandt Information Services is set to expire on December 31, 2026, and Brandt has informed us they will not be renewing the contract. These services currently generate approximately \$750,000 in revenue annually and without an operational reservations system, Parks would be unable to continue providing these services.

Parks selected Camis as the preferred vendor through RFP 26-31. We received and evaluated six responsive proposals. While each vendor presented unique strengths, Camis distinguished itself with its extensive relevant experience, exclusive focus in the Parks sector, comprehensive features, and competitive pricing.

## **Funding Amount and Source**

The total funding for this contract is estimated not to exceed \$251,825.06. This contract runs for a five-year term with a set annual software license fee of \$26,680.50 per year. In the first year, 50% of the software license will be paid upon execution of the contract and 50% will be paid upon final go-live. Additional costs include a one-time cost of \$2,172.56 for five wired payment processing devices and monthly payment processing fees at 3% + 0.10 per transaction based on volume. Estimated annual cost for payment processing fees is \$23,250 based on approximately \$750,000 in credit card revenue and around 7,500 annual credit card transactions.

Funding for this contract is budgeted in the general fund Park Facilities cost center 10008002, in object account 6625, Software Maintenance Contracts. Ordinance 2026-009 allocated an additional \$16,000 budget for this

project. After 2026, current budget encumbered with Brandt Information Services in the amount of \$10,379.52 will be available to be allocated to this contract.

**Differences from Previous Contract**

This is a new contract

Please contact Shannon Batdorf, Office Administrator, at 360-778-5856 or [sbatdorf@co.whatcom.wa.us](mailto:sbatdorf@co.whatcom.wa.us) if you have any questions or concerns regarding the terms of this agreement.

Encl.