



AMERICAN BATTLE MONUMENTS COMMISSION

Overseas Operations Office

74330225R0062 Attachment 1 **Performance Work Statement** **Visitor Registration and Capacity Management System**

A. BACKGROUND

The American Battle Monuments Commission (ABMC), guardian of America's overseas commemorative cemeteries and memorials, honors the service, achievements, and sacrifice of U.S. armed forces. Established by Congress on March 4, 1923, ABMC administers, operates, and maintains 26 permanent American burial grounds overseas, and 31 separate memorials, monuments, and markers, 4 of which reside in the United States.

Additional information about ABMC can be found at:

[ABMC Website](#)

B. CONFIDENTIALITY

The information provided in this document is strictly confidential and is provided solely for the purpose of requesting a proposal. The contents of this document must not be disclosed to any third party without the prior written consent of ABMC. Please delete all copies of this document if your organization decides not to submit a proposal.

C. GENERAL DESCRIPTION OF SERVICES

The Normandy American Cemetery, administered by the American Battle Monuments Commission (ABMC), is seeking proposals from qualified vendors to provide an electronic Visitor Reservation and Capacity Management System. This system will manage attendance levels to optimize the visitor experience and support operational efficiency. The system must be software as a service (SaaS) platform that is either government owned, contractor operated, or contractor owned, to register and ticket those wishing to enter the cemetery grounds. This system/platform shall be functional across all modern browsers (Edge, Chrome, Firefox, Safari) and mobile OS versions and have mobile friendly designs that are responsive across iOS and Android devices.

The contractor shall be responsive, adaptable, and available in all phases of the project due to its complexity and importance both at the diplomatic and logistical levels. The logistical and technical details put in place will have to be determined by the supplier. A visual representation of the visitor registration plan and a schedule will need to be provided to the Contracting Officer's Representative (COR) or to the Alternate Contracting Officer's Representative (ACOR) in advance for approval.

The amount of the contract should reflect the complexity of the tasks and, if applicable, the variability of weather conditions in Normandy. All equipment supplied shall have the required certifications for use in France. Furthermore, Contractor shall ensure and certify that all equipment, network components, and services **are not** on the U.S. National Defense

Authorization Act (NDAA) covered list ([List of Equipment and Services Covered By Section 2 of The Secure Networks Act | Federal Communications Commission \(https://www.fcc.gov/supplychain/coveredlist\)](https://www.fcc.gov/supplychain/coveredlist)), comply with the Secure and Trusted Communications Networks Act of 2019 and with all applicable U.S. Department of Homeland Security CISA Directives. Components must not originate from entities on the FCC Covered List, or from countries identified as posing cybersecurity or supply chain threats per EO 14028 and SCRM best practices.

D. REQUIREMENTS

1. Project Goals

The contractor shall deliver a Software as a Service (SaaS) visitor reservation and capacity management system that shall:

- a. Allow ABMC staff to control daily and hourly visitor numbers to manageable levels.
 - i. Initial maximum reservation capacity shall be capped at 10,000 visitors per day with the following time slots and capacities:
 - 0900-1130 – 3500 visitors
 - 1130-1400 - 3500 visitors
 - 1400-1630 - 3000 visitors
- b. The capacities for the time slots will be able to be dynamically adjusted by the COR as conditions change.
- c. Offer a seamless reservation process and functionality across all browsers on computers, including mobile responsive designs and user experiences across iOS and Android devices.
- d. Provide an alert and allow tracking and removal of registration duplicates
- e. Allow for registrations no more than 18 months in advance. The system should provide alert and/or prevent abuse of the system by preventing people from reserving an abnormally large or frequent number of times and dates. Potential system abusers are identified with the system administrator for follow-up and review.
- f. Support equitable access for all visitor types, including individuals, tour groups, schools, and official government delegations.
- g. Allow management of group registrations by registrants and allow different group registrations (i.e., registration on-behalf-of, group registrations, etc.)
- h. Collect the following information from registering visitors during registration:
 - i. Transportation to the site: car, van, bus, camper, bike, walker, and other.
 - ii. Identify whether a Next of Kin is buried in the cemetery. If this is identified and verified, the capacity limitation will not apply to these visitors' registration.
 - iii. Visitor registration fields shall include at a minimum: Title/Rank, Organization, First and Last Name, Email address, and Phone Number/s (international format).
 - iv. Identify WW2 Veteran registrations. When identified, capacity limitation shall not apply to these visitors and their +1. WW2 Veterans registered by larger groups shall be flagged to ABMC for decision-making.
 - v. The Contractor shall allow ABMC to define new or modify registration fields and questions as well as the maximum reservation capacity based on seasonal and/or out-of-ordinary requirements (e.g. partial cemetery closures, inclement weather, additional security requirements, etc.).
- i. Allow ABMC staff to configure and adjust the following:
 - i. General information and communication including visuals, branding, and text on the registration pages and tickets.
 - ii. The number of available bus, car, bike, and camper parking spaces.

- iii. Visitor/reservation capacity.
 - iv. Time slots and their capacities.
- j. Respond to and push out ABMC's request(s) for additional communications to selected or all registrants within one (1) hour from 07:00am to 06:00pm Central European Time on open business days.
- k. Prevent an individual/person from registering a specific date and time slot when a registration exceeds one of the capacities. Initial capacity criterion shall be visitor capacity. The system shall allow ABMC to change designated capacity criteria. Send reservation confirmation email containing a QR code to a registrant after successfully completing a reservation. The system shall allow a registrant to print the QR code or to save the QR code on their smart phone.
 - i. Provide real-time visibility and analytics to support decision-making and optimize staff deployment.
 - ii. Improve the overall visitor experience through efficient scheduling, clear communication, and reduced wait times.
 - iii. The system complies with European Privacy Laws and is compatible with ABMC computing systems
 - iv. Allow ABMC staff or contractors to use mobile devices (e.g., smart phones) in the Normandy American Cemetery's parking area and on the access road/overflow parking area to scan and verify visitors' QR codes.
 - v. Allow ABMC to add the registration portal link to its website and social media.
 - vi. Configure Contractor's system to support email authentication protocols such as Sender Protection Framework (SPF) and DomainKeys Identified Mail (DKIM) to specify which specific Contractor's email system(s) are allowed to send on behalf of ABMC.GOV domain, e.g. NormandyVisits@abmc.gov in order to prevent outgoing emails from going to recipients' Junk folders.

2. Functional Requirements

- a. Reservation Management
 - a. Public-facing online portal, branded with cemetery and ABMC identity.
 - b. Responsive design for mobile, tablet, and computer.
 - c. Visitors can reserve specific dates and time slots.
 - i. Upon reaching capacity, would be visitors should be offered another day/time slot and receive recommendations to visit Pointe du Hoc and Brittany American Cemetery
 - d. Dynamic availability display based on capacity.
 - e. Reservation types: individuals, groups, VIPs, optional walk-in queue.
 - i. Also allowing for the cancelation of reservations
 - f. Blackout dates and group-specific time slots.
 - g. Auto-confirmation via email/SMS with QR code or ID.
 - h. Manual staff overrides booking that would allow for modifications.
- b. Administrative Tools
 - a. Role-Based Access Control (RBAC) must be implemented for administrative users, with multifactor authentication (MFA) using phishing-resistant methods (e.g., FIDO2, PIV) for all privileged accounts.
 - b. Real-time admin dashboard.
 - c. Searchable visitor records.
 - d. Exportable daily/historical reports.
 - e. User roles and activity logs.
 - f. Optional QR code or manual check-in system.
- c. Visitor Communication

- a. Multilingual (English and French minimum, but preferably with also Dutch, Spanish, German, and Italian).
 - b. Automated messages: confirmation, reminder, closure alerts.
 - c. Optional post-visit feedback.
- d. Technical & Integration Requirements
 - a. GDPR-compliant, and must comply with the Privacy Act of 1974, OMB Circular A-130, and ABMC's internal privacy policies. The system must implement data minimization, role-based data visibility, encryption at rest and in transit (TLS 1.2 or higher), and allow ABMC to configure retention, deletion, and audit settings for PII.
 - b. Preferably EU-hosted.
 - c. All user sessions must include timeout and session revocation controls. Admin-level actions shall be logged and retained for a minimum of 12 months.
 - d. Data encryption and secure access: System must align with the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF) and meet FIPS 140-3 cryptographic requirements. Contractor shall ensure controls map to NIST SP 800-53 Revision 5, Moderate baseline, and support ABMC's FISMA Risk Management Framework (RMF) compliance.
 - e. System must maintain immutable audit logs for administrative and data access activities. Logs must be exportable, encrypted, and retainable for forensic review for at least 12 months.
 - f. Contractor shall implement Secure Software Development Life Cycle (SSDLC) practices including code reviews, automated vulnerability scanning, dependency checks, and static/dynamic application security testing (SAST/DAST). Penetration testing must be performed prior to go-live and at least annually thereafter, with results shared with ABMC OCIO.
 - g. API integration with website and internal tools. All APIs must be authenticated, encrypted, and rate-limited. Integration documentation must be provided, including OpenAPI (Swagger) definitions. ABMC must be able to revoke API tokens and monitor usage metrics.
 - h. Optional: Calendar sync with Microsoft Exchange/Outlook for staff scheduling.
- e. Security Operations
 - a. Contractor shall provide an incident response plan aligned with NIST 800-61r2. This must include breach notification procedures within 24 hours, indicators of compromise logging, and support for ABMC incident handling and forensic analysis.
- f. Reporting and Analytics
 - a. Daily summaries, peak hour tracking.
 - b. No-show analysis and historical comparisons.
 - c. Optional export to CRM or data tools.
- g. Support, Maintenance, and Training
 - e. Staff onboarding and training materials.
 - f. Bilingual support team (FR/EN) available in excess of the standard working hours.
 - g. Defined Service-level agreements (SLAs), system updates, and escalation plans.

3. Other

- a. ABMC shall retain sole ownership and control over all collected data. Contractor shall ensure all data is exportable in a standard, non-proprietary format upon request or termination. No data shall be used for profiling, marketing, or resale.

- b. The proposed solution must comply with all applicable records management laws and regulations, as well as National Archives and Records Administration (NARA) records policies, including but not limited to the Federal Records Act (44 U.S.C. chs. 21, 29, 31, 33), NARA regulations at 36 CFR Chapter XII Subchapter B, and those policies associated with the safeguarding of records covered by the Privacy Act of 1974 (5 U.S.C. 552a). These policies include the preservation of all records, regardless of form or characteristics, mode of transmission, or state of completion.

4. Quality Control

The contractor shall develop and maintain an effective quality control program to ensure their services are performed in accordance with this PWS and that the contractor performance is compliant with the requirements of the contract. The contractor shall develop and implement procedures to identify, prevent, and ensure non-recurrence of services below an acceptable level.

The contractor shall provide a Service Level Agreement (SLA), including vendor-proposed penalties for not meeting SLA terms. SLA must define uptime at or above 99.9% monthly availability, with penalties for failure to meet this threshold. The system must include automated health checks and failover mechanisms to ensure continuity. Scheduled maintenance must be communicated to ABMC at least 5 business days in advance. The SLA should take into consideration after-hours support, multilingual support, and support for EU time zone operations.