



## AMERICAN BATTLE MONUMENTS COMMISSION

Overseas Operations Office

**74330225R0062**

**Request for Proposal**

**Visitor Registration and Capacity Management System**

**10 July 2025**

### **OVERVIEW**

The American Battle Monuments Commission (ABMC) has a requirement for a software as a service (SaaS) platform to serve as an electronic Visitor Reservation and Capacity Management System for the Normandy American Cemetery. This system will manage attendance levels to optimize the visitor experience and support operational efficiency. For full details of this requirement, see the attached Performance Work Statement (PWS).

Prior to submitting a commercial proposal, the Contractor should visit the Normandy American Cemetery and coordinate with the COR to familiarize themselves with the complexity of the project. No reimbursement is available for this site visit.

### **CONTRACT TYPE**

ABMC intends to utilize a firm-fixed-price contract type.

### **PROPOSAL PREPARATION INSTRUCTIONS**

If interested in this requirement, please submit a proposal via email to the undersigned at [nerenga@abmc.gov](mailto:nerenga@abmc.gov) **no later than 4:00 pm EST on 31 July 2025**.

**If any portion of the Performance Work Statement cannot be addressed or complied with, it must be noted within the proposal.** The proposal should contain the following:

1) **Cover Letter.** Submit a signed and dated cover letter to the [nerenga@abmc.gov](mailto:nerenga@abmc.gov) at or before the exact time specified in this RFP. As a minimum, cover letters must show:

- a. The RFP number;
- b. The name, address, and telephone number of the offeror;
- c. The company's CAGE or UID (if applicable);
- d. "Remit to" address, if different than mailing address;
- e. Acknowledgment of any applicable RFP Amendments;

2) **Technical Volume.** The PWS provides the Government's overall objectives for this RFP. Please ensure all aspects are addressed. The proposal should specify in clear, understandable terms the methodologies used to perform requirements of the type outlined in the PWS. Specifically, please include the following:

- a. Executive Summary
- b. Company Profile and Relevant Experience
- c. Detailed Response to the Scope of Work
- d. Three references that have a similar scope and demonstrate similar experience (including the client name, URLs to the websites, description of the work performed, and contact information)
- e. Implementation Timeline
- f. Service Level Agreement (SLA) terms
- g. Data privacy and security protocols (including GDPR compliance)
- h. Confirmation of compliance 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).

3) **Price sheet.** Prices may be submitted in any preferred local currency. ABMC is exempt from all taxes, including the VAT, as per agreements signed between the governments of the United States and host countries. Copies of these agreements will be provided upon request. Prices must be broken out by cost line and should be traceable to the requirements. Include costs of setup, licensing, and ongoing support.

## **PROPOSAL EVALUATIONS**

ABMC will evaluate offerors based on the below criteria on a best-value approach, with all categories of equal importance:

1. Past performance of the firm
2. Technical proposal, including:
  - a. Technical capability and approach
  - b. Compliance with the scope
  - c. Proven track record with comparable institutions
  - d. Implementation schedule
  - e. Scalability
  - f. Support, training, and maintenance offerings
  - g. Data protection and legal compliance
3. Price, including cost-effectiveness and pricing clarity

## **ATTACHMENTS**

Attachment 1 – Performance Work Statement (PWS)



Anna Nereng  
Contracting Officer  
American Battle Monuments Commission  
nerenga@abmc.gov