AMERICAN BATTLE MONUMENTS COMMISSION

Performance Work Statement

For

Freshworks Enterprise Service Management Deployment and Professional Services

Freshworks Professional Services, Part 2 of 2

July 17, 2026

Please Note: This Part 2 solicitation covers only professional services for deployment, configuration, migration, integration, training, rollout, and sustainment of Freshworks products at ABMC.

ABMC has received proposals for Freshworks software licenses under the companion Part 1 PWS and intends to award Part 1 by the end of August 2026. Part 2 excludes software license costs.

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1: Background

American Battle Monuments Commission (ABMC) commemorates the service and sacrifice of members of the United States Armed Forces. ABMC operates 26 cemeteries and numerous memorials and monuments across 17 countries, with staff in Arlington, Virginia; Paris, France; and overseas sites. ABMC uses ManageEngine for IT service management and requires professional services to deploy Freshworks products acquired under the companion Part 1 software license award.

Statement of Need

ABMC requires a Contractor to deploy, configure, migrate, integrate, secure, train, roll out, operate, and maintain Freshworks products at ABMC. Contractor shall perform all implementation and sustainment tasks. ABMC will approve changes, provide approved access and source data, validate deliverables, and make acceptance decisions.

Freshworks deployment shall support ABMC's enterprise service management (ESM) objectives, including IT service management, enterprise case management, Microsoft Entra ID authentication, public intake, shared mailbox intake, reporting, automation, audit logging, role-based access control, and phased expansion to ABMC departments and global sites.

This Part 2 PWS excludes software licenses.

Information Technology Environment

ABMC operates a Microsoft 365 E5 hybrid enterprise environment with Microsoft Entra ID, single sign-on, multifactor authentication, conditional access, Microsoft Intune, role-based access control, centralized logging, and secure cloud integrations. Contractor shall integrate the ESM platform with this environment and use only ABMC-approved access methods.

Acquisition and Platform Assumptions

- ABMC may award Part 1 and Part 2 to the same vendor or to separate vendors.
- If ABMC awards separate vendors, the Part 2 Contractor shall coordinate with the Part 1 license provider.

If the Part 1 license award delays Part 2 performance, ABMC may consider schedule adjustment through contract modification.

- ABMC will identify the selected platform, edition, and licensed modules before Part 2 performance begins.
- The Part 1 license award will include modules for workflow, asset management, reporting, automation, public intake, and AI capabilities.

2: Scope of Work

Contractor shall implement and sustain ABMC's ESM platform through five CLINs. CLINs 0001 through 0003 cover phased implementation and may overlap with ABMC approval. ABMC expects CLINs 0001 through 0003 to take approximately six months from Notice to Proceed. CLIN 0004 covers one year of operations and maintenance after CLIN 0003 completion and any exercised option periods. CLIN 0005 reserves contract structure for future enhancements and requires no task pricing at this time.

Each CLIN starts after ABMC issues a Notice to Proceed. Offerors shall provide a schedule that accounts for U.S. federal holidays and ABMC staff availability. ABMC will evaluate schedule realism against the proposed implementation timeline.

Standard Requirements for All CLINs

1. Contractor shall plan, manage, perform, test, document, and transition all work required by this PWS.
2. Contractor shall maintain the project schedule, milestone tracker, risk register, issue log, action log, decision log, and weekly status report.
3. Contractor shall conduct kickoff, discovery, design, testing, deployment, training, and transition activities for each applicable CLIN.
4. Contractor shall prepare configuration documents, test scripts, training materials, administrator guides, and transition materials.
5. Contractor shall obtain ABMC approval before production changes, data migration, integration activation, workflow deployment, user access changes, and deliverable submission.
6. ABMC will validate requirements, approve changes, provide approved access and data, and accept or reject deliverables.

Security and Compliance Requirements

1. Contractor shall configure Microsoft Entra ID single sign-on and multifactor authentication for authorized users.
2. Contractor shall configure role-based access control, least privilege permissions, and separation of duties for administrators, agents, and requesters.
3. Contractor shall enable audit logging for administrator activity, authentication activity, configuration changes, workflow changes, and available user activity.
4. Contractor shall document data flows, integrations, public intake paths, shared mailbox intake, administrative roles, and security settings.
5. Contractor shall not store, copy, export, or reuse ABMC data outside approved environments without written Contracting Officer approval.
6. Contractor shall not run automated scripts, bulk permission changes, or third-party tools in ABMC environments without written approval.

7. Contractor personnel shall obtain favorable Tier 1 adjudication before receiving ABMC system access.
8. Contractor personnel may begin work that does not require ABMC system access before access approval.
9. Contractor personnel shall use Government-furnished equipment for ABMC system access and shall not access ABMC systems from contractor-owned devices.
10. Contractor shall submit required platform and security logs to ABMC Microsoft Sentinel for monitoring and acceptance validation.
11. FedRAMP, SOC 2, ISO 27001, or equivalent SaaS security evidence applies to the SaaS platform acquired under Part 1, not to the professional services Contractor under this Part 2 PWS.

CLIN 0001: ITSM Foundation, Migration, and Initial Workflows

CLIN 0001 establishes the production ESM platform. Contractor shall migrate approved ManageEngine data, configure core ITSM workflows, integrate Microsoft Entra ID, import initial asset data, configure initial departmental workflows, train designated users, and transition the platform to operational use.

Scope

1. Configure development, test, and production environments unless ABMC approves a different structure.
2. Co-administer the tenant with ABMC during implementation.
3. Configure production after ABMC approval, including direct production configuration when ABMC approves that approach.
4. Configure platform settings, roles, permissions, groups, categories, business hours, notification templates, service level policies, and escalation rules.
5. Configure incident management, service requests, service catalog, change management, problem management, assignments, routing, and closure workflows.
6. Migrate approximately 15,000 ManageEngine tickets and related records from 2000 to present, including incidents, service requests, changes, problems, assets, users, attachments, comments, knowledge articles, audit history, closed records, open records, and recent records.
7. Extract ManageEngine data using ABMC approved database access, API access, exports, or vendor support.
8. Prepare the migration plan, define the dataset during project meetings, map fields, run a test migration, resolve exceptions, run the final migration, and reconcile migrated records.
9. Import asset data through the Microsoft Intune API and document asset categories and field mappings.
10. Configure Microsoft Entra ID integration using SAML unless ABMC approves another method.

11. Configure SCIM provisioning and just-in-time provisioning when the selected platform supports them.
12. Support ABMC OCIO approval of required conditional access policies.
13. Configure public requester access for public facing modules when required.
14. Configure Public Affairs, Human Resources, and Historical Services workflows with intake forms, routing, status tracking, reporting, records retention, PII handling, and shared mailbox intake.
15. Configure one public website intake integration for an ABMC public website, including field mapping, routing, CAPTCHA, confirmation messages, and approved file handling. Public websites in scope include www.abmc.gov, wwiiregistry.abmc.gov, weremember.abmc.gov, and wepreserve.abmc.gov.
16. Conduct one live role-based training session under each implementation CLIN unless ABMC approves a different training plan. Training shall cover applicable administrators, agents, managers, requesters, IT service staff, and department staff. ABMC expects approximately five to ten users per session.
17. Provide train-the-trainer materials and Section 508-compliant training materials before delivery.
18. Conduct deployment readiness review and provide stabilization support after launch.

Deliverables

1. CLIN 0001 kickoff summary, project schedule accounting for U.S. federal holidays, risk register, issue log, action log, decision log, and weekly status reports
2. Migration plan, approved migration dataset, field mapping, extraction approach, test migration report, final migration report, and reconciliation summary
3. Configured environments, ITSM workflows, service catalog, service level policies, assignments, routing, and escalation rules
4. Configured Public Affairs, Human Resources, and Historical Services workflows with records retention and PII handling controls
5. Microsoft Intune API asset import configuration and asset integration documentation
6. Microsoft Entra ID SAML, SCIM, and just-in-time provisioning configuration documentation
7. Public website intake configuration documentation, including CAPTCHA and field mapping
8. Security configuration documentation covering roles, permissions, audit logging, Sentinel log submission, and access controls
9. Word-format documentation, source files, Section 508-compliant training materials, train-the-trainer materials, training completion record, deployment readiness checklist, and administrator transition guide

Acceptance Criteria

1. Authorized users access the system through Microsoft Entra ID using assigned roles, SAML, SCIM, and just-in-time provisioning as configured.
2. Incident, service request, change, problem, and service catalog workflows pass Contractor-drafted and ABMC-approved test cases from intake through closure.
3. Final migration reaches at least 99.5 percent accuracy across all migrated records in the approved migration dataset after approved exclusions.
4. Migrated records include required incidents, service requests, changes, problems, assets, users, attachments, comments, knowledge articles, audit history, closed records, open records, and recent records.
5. Public Affairs, Human Resources, and Historical Services workflows accept, route, track, escalate, retain, protect, report, and close requests using ABMC-approved test cases.
6. The public website form and designated shared mailboxes create platform records with required fields populated, CAPTCHA applied where required, and routing applied.
7. ABMC validates the delivered training materials, source files, Word documentation, security settings, Sentinel logging, and deployment readiness checklist within one working week. Lack of ABMC response does not constitute acceptance.

Outcome

CLIN 0001 exits with an operational ITSM platform, migrated baseline data, core identity integration, initial asset tracking, and initial enterprise case management workflows ready for phased expansion.

CLIN 0002: Departmental Expansion, Site Intake, and Reporting

CLIN 0002 expands the production platform to additional departments, designated sites, shared mailboxes, public form intake, alert intake, and management reporting.

Scope

1. Configure Operations, Finance, Administration, and Collections workflows with intake forms, routing rules, assignments, status tracking, permissions, service-level policies, and reporting.
2. Configure reusable templates for designated cemetery and memorial sites, including intake categories, routing, permissions, notifications, reporting views, and service-level policies.
3. Onboard all Appendix A sites using standardized templates unless ABMC approves exceptions in writing.
4. Configure visitor center workflows for sites identified with visitor centers in Appendix A.

5. Configure English and French intake forms and templates where overseas sites require them.
6. Configure records retention policies and PII handling for all new workflows.
7. Validate time zone handling for all sites and support local site time and system time reporting.
8. Configure shared mailbox intake for designated operational mailboxes identified in Appendix A or approved in writing by ABMC.
9. Validate email ingestion limits, attachment handling, and spam filtering for shared mailbox intake.
10. Configure two additional public website form integrations with field mapping, routing, record creation, confirmation messages, and validation tests.
11. Configure one alert source integration with severity levels, routing, assignment, and validation tests.
12. Configure dashboards and reports for request volume, response activity, service level status, workload distribution, backlog, and aging.
13. Update system documentation, training materials, and transition documentation.

Deliverables

1. CLIN 0002 kickoff summary, updated schedule, and weekly status reports
2. Discovery summaries and workflow requirements documentation
3. Configured workflows for Operations, Finance, Administration, and Collections
4. Reusable site templates for designated cemetery and memorial sites
5. Site onboarding tracker aligned to Appendix A
6. Multilingual configuration documentation where implemented
7. Records retention and PII configuration summary
8. Shared mailbox intake configuration and validation summary
9. Two public website form integrations and validation summaries
10. Alert integration configuration and validation summary
11. Dashboards, reports, updated documentation, training materials, training completion record, and stabilization summary

Acceptance Criteria

1. Department workflows pass ABMC approved test cases from intake through closure.
2. Contractor onboards all Appendix A sites or documents ABMC-approved deferrals.
3. Site templates include intake, routing, permissions, notifications, and reporting settings.
4. Visitor center workflows function for sites identified with visitor centers in Appendix A.
5. Time zone handling supports global sites.
6. Records retention and PII handling pass ABMC approved test cases.

7. Shared mailbox intake creates records with required fields and applies approved categorization and routing rules.
8. Public website form integrations and alert integration create records, populate required fields, and apply routing rules.
9. Dashboards display request volume, response activity, service level status, backlog, aging, and workload distribution.
10. ABMC validates the updated documentation, training completion record, and stabilization summary.

Outcome

CLIN 0002 exits with expanded departmental workflows, site templates, shared mailbox intake, public form intake, alert intake, and management reporting in production.

CLIN 0003: Standardization, Automation, and Optimization

CLIN 0003 standardizes and optimizes the deployed platform. Contractor shall refine workflows, strengthen automation, improve reporting, improve mailbox intake, update documentation, and transfer administrative knowledge to ABMC.

Scope

1. Conduct workflow review sessions for headquarters, Paris, and designated cemetery sites and document improvement recommendations.
2. Refine cemetery and memorial workflows for visitor inquiries, records requests, facilities requests, administrative coordination, and collections requests as applicable.
3. Standardize templates for standard sites and higher volume visitor center locations.
4. Configure automation rules for categorization, routing, approvals, escalations, task assignments, and knowledge references.
5. Configure historical reporting with migrated data and new system data.
6. Define and implement standard enterprise reporting taxonomy and naming conventions.
7. Validate data consistency across dashboards, reports, and exports.
8. Optimize reports and dashboards under expected load.
9. Improve mailbox intake rules and document mailbox routing logic.
10. Update administrator runbooks, configuration documentation, knowledge transfer materials, and stabilization records.

Deliverables

1. Workflow review summaries and improvement recommendations
2. Updated cemetery, memorial, headquarters, and Paris workflows
3. Standard site and visitor center templates
4. Configured automation rules and automation documentation

5. Enhanced dashboards and reports
6. Enterprise reporting catalog with definitions
7. Data validation and reconciliation report for reporting outputs
8. Updated mailbox intake configuration documentation
9. Updated administrator runbooks, knowledge transfer materials, knowledge transfer completion record, and stabilization summary

Acceptance Criteria

1. Updated workflows pass ABMC approved test cases for intake, routing, assignment, escalation, reporting, and closure.
2. Standard site and visitor center templates include documented intake categories, routing, permissions, service-level policies, notifications, and reporting views.
3. Automation rules execute approved categorization, routing, approval, escalation, assignment, or knowledge reference logic.
4. Dashboards display current operational data for departments and sites.
5. Reports produce consistent results across dashboards and exports.
6. Historical data is accessible and reportable as defined in the approved reporting catalog.
7. Reporting performance meets ABMC-approved thresholds.
8. Mailbox intake rules route test messages consistently according to approved routing logic.
9. ABMC validates the updated runbooks, documentation, knowledge transfer completion record, and stabilization summary.

Outcome

CLIN 0003 exits with a standardized, documented, automated, and maintainable enterprise service management platform.

CLIN 0004: Operations and Maintenance

CLIN 0004 sustains the implemented platform during the base year and any exercised option years. Contractor shall administer, troubleshoot, monitor, document, and support the configured platform during standard business hours unless ABMC approves another schedule. Offerors shall assume approximately three to five support days per month and approximately three to five support tickets per month. Support targets are response targets only. CLIN 0004 does not include after-hours emergency support.

Scope

1. Troubleshoot platform configuration, workflow, reporting, intake, routing, notification, and access issues.
2. Perform break-fix and minor configuration updates within existing workflows, forms, templates, dashboards, service-level policies, and notifications.

3. Maintain configuration baseline and version tracking for all changes.
4. Track and report recurring issues and root causes.
5. Monitor platform releases, assess configuration impact, notify ABMC of material changes, validate affected functions, and document release impacts.
6. Maintain knowledge base articles for support and recurring issues.
7. Maintain dashboards, reports, issue logs, support procedures, escalation contacts, administrative documentation, and monthly service review records.
8. Coordinate with the software manufacturer when product support is required.
9. Exclude major new workflows, new departments, new channels, and new integrations unless authorized under CLIN 0005.

Support Targets

1. Priority 1: Platform unavailable or critical function impaired. Contractor shall provide initial response within one hour.
2. Priority 2: Major feature or workflow degraded while the platform remains operational. Contractor shall provide initial response within four business hours.
3. Priority 3: Routine configuration issue, question, report request, or administrative support request. Contractor shall provide initial response within one business day.
4. These targets define initial response only and do not create restoration time requirements unless ABMC and the Contractor agree to separate restoration targets in writing.

Deliverables

1. Annual operations and maintenance support plan
2. Monthly service review summary covering request volume, support activity, backlog, aging, recurring issues, service level trends, and recommended improvements
3. Issue tracking records and resolution notes
4. Configuration baseline and change log
5. Release impact assessments
6. Knowledge base update log
7. Updated administrative documentation when configuration changes occur
8. Annual platform status summary with risks, recommended improvements, and sustainment priorities

Acceptance Criteria

1. Contractor responds to support requests within the applicable support target.
2. Contractor documents support activity, status, resolution, and open issues.
3. Contractor documents all changes in the configuration baseline.
4. Contractor assesses and validates release impacts before or after deployment as applicable.

5. Knowledge base content reflects the current system state and recurring support issues.
6. Minor configuration updates operate as approved and do not create unauthorized scope expansion.
7. Monthly service reviews identify operational trends, recurring issues, risks, and recommended improvements.
8. ABMC validates the annual support plan, monthly reports, issue records, updated documentation, and annual platform status summary.

Outcome

CLIN 0004 exits each performance year with the platform sustained, documented, reviewed, and supported for continued ABMC operation.

CLIN 0005: Optional Task Based Enhancements

CLIN 0005 reserves contract structure for future ESM enhancements. ABMC does not require CLIN 0005 pricing at proposal submission. Contractor shall not perform work, submit invoices, or incur costs under CLIN 0005 unless the Contracting Officer activates the CLIN in writing with approved scope, price, schedule, deliverables, and acceptance criteria.

1. CLIN 0005 reserves contract structure for future enhancements outside of CLINs 0001 through 0004.
2. Future enhancements may include new workflows, integrations, departments, sites, reporting, training updates, or related ESM configuration work.
3. Offerors shall provide labor categories and hourly rates for potential CLIN 0005 work but shall not propose task pricing for CLIN 0005 at proposal submission.
4. If ABMC activates CLIN 0005, the Contracting Officer will issue written direction that defines scope, pricing method, schedule, deliverables, and acceptance criteria.

Current Deliverables

1. CLIN 0005 requires no deliverables at proposal submission.
2. The Contracting Officer will define future deliverables if ABMC activates CLIN 0005 in writing.

Acceptance Criteria

1. CLIN 0005 has no acceptance criteria unless the Contracting Officer activates the CLIN in writing.
2. The written activation direction or approved task authorization will define future acceptance criteria.

Outcome

CLIN 0005 exits proposal review as an unpriced placeholder. Contractor may perform future CLIN 0005 work only after written Contracting Officer activation.

3: Key Personnel

Contractor shall provide qualified Key Personnel who can perform the work without shifting execution responsibility to ABMC. At a minimum, Contractor shall provide a project manager, business analyst, and platform configuration specialist or developer.

1. Key Personnel who require access to ABMC systems or data shall receive ABMC access approval before performing that work.
2. Key Personnel performing configuration or administrative work shall be based in the United States.
3. Key Personnel shall demonstrate relevant experience with ESM implementation, workflow configuration, data migration, Microsoft Entra ID integration, reporting, training, documentation, and secure administration.
4. Contractor shall obtain Contracting Officer approval before replacing Key Personnel. Replacement personnel shall meet or exceed the qualifications of the individual replaced.

4: Proposal Format

Offerors shall submit concise proposals that explain how Contractor will perform this PWS. Proposals shall not rely on ABMC to perform Contractor tasks.

Volume I: Technical Proposal

1. Executive Summary and Company Information: Provide company name, address, Unique Entity Identifier, point of contact, applicable contract vehicles, bidding status for Part 2 only or both parts, and proposal assumptions.
2. Technical Approach: Explain how Contractor will configure workflows, integrate Microsoft Entra ID, migrate data, implement security controls, configure reporting, train users, deploy the system, and transition the platform.
3. Implementation Plan: Provide sequencing, schedule, staffing, testing, migration, training, deployment, risk management, issue management, and dependency management for CLINs 0001 through 0003.
4. Contractor Responsibility: Confirm that the offeror will not rely on ABMC to configure, migrate, or test the platform.
5. Dependencies: Identify all dependencies on ABMC actions, approvals, access, validation, or data.
6. Operations and Maintenance Approach: Describe support procedures, response targets, release monitoring, minor configuration support, issue tracking, reporting, monthly reviews, and manufacturer coordination.

7. Corporate Experience and Past Performance: Provide at least three relevant examples from the last five years involving ESM implementation, workflow deployment, migration, integration, reporting, training, and sustainment.
8. Key Personnel: Identify proposed Key Personnel, roles, qualifications, certifications, and directly relevant experience.

Volume II: Price Proposal

Firm fixed price for CLINs 0001, 0002, 0003, and 0004. Labor categories and hourly rates for potential CLIN 0005 work, with no task pricing for CLIN 0005 at proposal submission.

- Price assumptions, dependencies, and exclusions
- All labor, travel if any, and incidental costs required to meet PWS deliverables
- No external terms or URLs for pricing assumptions
- Confirmation that Part 2 pricing excludes software license costs

5: Evaluation Criteria

ABMC will evaluate proposals using a best-value tradeoff approach. Non-price factors, when combined, are more important than price. Price may become more important as non-price factors become closer in merit.

- **Factor 1: Technical Approach.** ABMC will evaluate the clarity, feasibility, completeness, and risk of the proposed approach for workflow design, configuration, migration, Microsoft Entra ID integration, reporting, security controls, testing, training, deployment, transition, and workflow coverage across departments and sites.
    - **Subfactor 1: Implementation and Sustainment Approach.** ABMC will evaluate schedule realism, staffing, sequencing, dependency management, global rollout, site onboarding, issue management, operations and maintenance, and the offeror's plan to perform Contractor tasks without shifting execution responsibility to ABMC.
    - **Subfactor 2: Key Personnel.** ABMC will evaluate whether proposed Key Personnel have directly relevant qualifications, certifications, and experience with ESM implementation, migration, workflow configuration, reporting, Microsoft Entra ID integration, and secure administration.
- **Factor 2: Corporate Experience and Past Performance.** ABMC will evaluate the relevance and quality of prior work involving ESM implementation, ITSM migration, multi-department workflows, multi-site and multi-country deployments, Microsoft 365 integration, training, and sustained platform support.
- **Factor 3: Price.** ABMC will evaluate price for completeness, reasonableness, and consistency with the proposed technical and management approach for CLINs 0001,

0002, 0003, and 0004. ABMC will not evaluate CLIN 0005 price because CLIN 0005 is an unpriced placeholder for future enhancements.

6: General Information

Controls and Change Management

Contractor shall follow ABMC change control procedures. Contractor shall submit proposed changes to scope, schedule, configuration, access, data migration, integration, or cost in writing before implementation. Contractor shall track decisions, risks, issues, actions, and changes in the weekly status report. ABMC may reject deliverables affected by unauthorized changes.

Deliverable Review and Acceptance

ABMC will review deliverables within one working week when practicable. Lack of ABMC response does not constitute acceptance. ABMC will accept deliverables only after the Contracting Officer's Representative or Alternate Contracting Officer's Representative confirms that the applicable acceptance criteria are met.

Payment

Contractor shall invoice CLINs 0001 through 0004 on a firm fixed price basis after ABMC accepts applicable deliverables. CLIN 0005 has no price and no invoiceable work unless the Contracting Officer activates it in writing with approved scope, price, schedule, deliverables, and acceptance criteria. All invoices shall comply with FAR Part 32 and ABMC invoicing instructions. ABMC may withhold up to ten percent of the firm fixed price value of CLINs 0001 through 0004 until ABMC accepts the applicable deliverables. ABMC may reject partial deliverables that do not meet all acceptance criteria.

Period of Performance and Meetings

The period of performance begins on the date stated in the award. Contractor shall conduct the initial kickoff meeting within five business days after award unless the Contracting Officer approves another date. Contractor shall schedule meetings with ABMC and normally target 0800 to 1000 Eastern Time to support overseas participation. Contractor shall maintain schedule alignment with ABMC availability and overseas holidays and work schedules.

Language, Accessibility, and Work Hours

- Contractor shall conduct all verbal and written communications with ABMC in English.
- Contractor shall make all training materials, documentation, and electronic deliverables comply with applicable Section 508 accessibility requirements.
- Contractor shall plan work around ABMC staff availability, U.S. federal holidays, and host nation holidays affecting overseas sites.

Appendix A identifies the baseline sites and workflows for planning. Contractor shall use Appendix A to plan onboarding, templates, and workload distribution. ABMC may adjust scope through written direction.

Appendix A: Estimated Breakdown of Workflows by Site

#	Region/Location Code	Site Name	Visitor Center	Estimated Workflows Needed
1	Overseas Office (OO)	Paris Office	No	Admin
				Reception
2	BRAC	Brittany American Cemetery	No	Site Email
3	AMAC	Aisne-Marne American Cemetery	No	Site Email
4	EPAC	Epinal American Cemetery	No	Site Email
5	LOAC	Lorraine American Cemetery	No	Site Email
6	MAAC	Meuse-Argonne American Cemetery	**Yes**	Site Email
7	NOAC	Normandy American Cemetery	**Yes**	Site Email
8	OAAC	Oise-Aisne American Cemetery	**Yes**	Site Email
9	PDH	Pointe du Hoc Ranger Monument	No	Site Email
10	RHAC	Rhone American Cemetery	No	Site Email
11	SMAC	Saint-Mihiel American Cemetery	No	Site Email
12	SOAC	Somme American Cemetery	No	Site Email
13	SUAC	Suresnes American Cemetery	No	Site Email
14	CTAM	Château Thierry American Cemetery	**Yes**	Site Email
15	LEMC	Lafayette Escadrille Monument Cemetery	No	Site Email
16	HCAC	Henri-Chapelle American Cemetery	**Yes**	Site Email
17	ARAC	Ardennes American Cemetery	No	Site Email
18	FFAC	Flanders-Fields American Cemetery	**Yes**	Site Email
19	SRAC	Sicily Rome American Cemetery	Yes	Site Email
20	FLAC	Florence American Cemetery	No	Site Email
21	LXAC	Luxembourg American Cemetery	No	Site Email
22	NEAC	Netherlands American Cemetery	**Yes**	Site Email
23	MNAC	Manila American Cemetery	**Yes**	Site Email
24	CLAC	Clark Veterans Cemetery	No	Site Email
25	CAAC	Cambridge American Cemetery	**Yes**	Site Email
26	BKAC	Brookwood American Cemetery	No	Site Email
27	NAAC	North Africa American Cemetery	**Yes**	Site Email
28	CZAC	Corozal American Cemetery	**Yes**	Site Email
29	MXAC	Mexico City US National Cemetery	No	Site Email

30	HQ	Arlington Washington DC Headquarters	No	1. WWII Registry 2. Info@abmc.gov 3. Collections@abmc.gov 4. Public Affairs 5. ITServiceDesk@abmc.gov 6. Historical Services 7. Human Resources