

## Frequently Asked Questions

### Member Questions

#### Where can I find information about FEDLINK procurement?

The FEDLINK website, found at <https://www.loc.gov/flicc>, is a great place to find information about FEDLINK procurements, including:

- A list of FEDLINK vendors on the website:  
[https://www.loc.gov/flicc/contracts/index\\_contracts.html](https://www.loc.gov/flicc/contracts/index_contracts.html)
- Information about FEDLINK product lines, Procurement Action Lead Times (PALTs), and points of contact:  
[https://www.loc.gov/flicc/contracts/index\\_contracts.html](https://www.loc.gov/flicc/contracts/index_contracts.html)
- Contract requests for Direct Express orders:  
<https://www.surveymonkey.com/r/FEDLINKdirect>
- Information about authority and eligibility for the FEDLINK Programs [https://www.loc.gov/flicc/fedlink/auth\\_elig.html](https://www.loc.gov/flicc/fedlink/auth_elig.html).

#### How do I use FEDLINK?

FEDLINK (a division of the Library of Congress) streamlines procurement of commercial information services and products for all federal agencies, tribal governments, and the District of Columbia.

FEDLINK combines 45 years of experience in purchasing and managing library and information services with the buying power of a consortium of federal agencies.

#### *FEDLINK offers*

- simplified acquisition of commercial information services and products,
- negotiated discounts and volume pricing, and
- elimination of the high costs of duplicating contracting cycles and individual orders.

#### FEDLINK Assisted Acquisition Products and Services

- Books & Media
- Electronic Resources
- Library Support Services
- Preservation Services
- Serials Subscriptions

For more information, send an email to [fliccfo@loc.gov](mailto:fliccfo@loc.gov)

#### What is the FEDLINK fee structure?

The fee for transfer pay services is 6.75 percent.



## What is the difference between Transfer Pay and Direct Express?

Transfer Pay and Direct Express options differ based on the amount of contracting and accounting support FEDLINK provides. Transfer Pay is the full-service model for Books, Electronic Resources, Preservation Services, and Serials.

Transfer Pay services include collecting requirements for request for proposals and conducting competitions, resolving issues with vendors, monitoring and maintaining account balances, and processing invoices. With Transfer Pay, the agency signs an interagency agreement with FEDLINK and funds the agency account based on price quotations from vendors. FEDLINK charges the agency an administrative fee to compete, order, and pay all of the agency's related invoices.

Direct Express is the self-service model for Electronic Resources and OCLC. With Direct Express, the agency's contracting official cites the FEDLINK contract number on the agency purchase order and sends it directly to the vendor. Complete the Direct Express request at <https://www.surveymonkey.com/r/FEDLINKdirect> before placing any orders. The agency is responsible for executing all contract actions, including issuing the order, and paying the invoice. The vendor pays FEDLINK an administrative fee of 0.75% of the total sales. Since FEDLINK monitors contract ceilings, Direct Express users must send copies of the executed order to [fedlinkir@loc.gov](mailto:fedlinkir@loc.gov) for our records.

## How do I update my contact information?

If you need to update any contact information, point your browser to <https://www.loc.gov/flicc/onlinedoc/FIT/ChangeAddressContact.pdf>. Use this fillable form to update:

- Official IAA Contact  
(The IAA contact receives the Interagency Agreement (IAA), delivery orders, and account statements and other mailings. Accounts must have one official Interagency Agreement contact.)
- Agency Contracting Officer  
(Procurement officers support agency use of FEDLINK and its required processes, procedures, and contracting responsibilities.)
- Library Management Contact  
(Directors and managers assign official IAA contact.)
- Additional Library Contact  
(Library staff support the IAA contact.) For more information, please contact the contracting officer listed FEDLINK contract, and send an email to [fliccfo@loc.gov](mailto:fliccfo@loc.gov).

## How do I purchase serials?

FEDLINK currently offers four Serials Subscriptions Services vendor contracts. The current IDIQ contracts have Fiscal Year 2018 base year agreement and 4 option years (FY2018 – FY2022). To begin using FEDLINK for serials, you must return a signed IAA to FEDLINK.

After you have established your IAA, use the Transfer Pay Option to have FEDLINK compete your serials. Complete the Transfer Pay Serials Checklist and Title List form and return it to [fedlinkserials@loc.gov](mailto:fedlinkserials@loc.gov).

Serials orders under \$10,000 are considered micro-purchases and do not require competition. For micro-purchases, FEDLINK requires a title list and quote under \$10,000 from one of FEDLINK's Serials Subscription Services vendors.

For more information, go to <https://www.loc.gov/flicc/contracts/serialsmain.html> or contact the FEDLINK Serials team at [fedlinkserials@loc.gov](mailto:fedlinkserials@loc.gov)

## Where do I send Electronic Resources quotes?

For Electronic Resources orders, send vendor quotes to [fedlinkir@loc.gov](mailto:fedlinkir@loc.gov) and [fliccfo@loc.gov](mailto:fliccfo@loc.gov). FEDLINK then reviews and verifies all quotes to ensure they are in accordance with the FEDLINK contract and pricing. Be sure all items on your quotation are products and services listed on the FEDLINK contract. FEDLINK cannot accept quotations that contain pricing for items not listed on the FEDLINK contract.

## Where do I send book quotes?

For book orders, please email the following to FEDLINK at both [fliccfo@loc.gov](mailto:fliccfo@loc.gov) (for our fiscal office) and [FEDLINKBooks@loc.gov](mailto:FEDLINKBooks@loc.gov) (for quotes/orders):

- a copy of your book cart or title list (complete with the total order amount listed on the document).
- your Move Funds form (to move funds from BZ to the book vendor account).
- description of additional charges not listed in your quotation (e.g., physical processing, cataloging, rush shipping charges).

## I have questions about invoicing and billing.

### Transfer Pay

If you have an Interagency Agreement (IAA) with FEDLINK and order products and services through FEDLINK, the vendor will invoice FEDLINK. We review the invoice, and if it is valid, process the invoice and schedule it for payment within 30 days of receipt. (For some services, such as digitization and preservation, the vendor must first send a copy of the invoice to the agency project manager and the FEDLINK Contracting Officer's Representative (COR) for approval before emailing the invoice to the FEDLINK for payment.) Vendors should not send invoices directly to you. Please forward any invoices to your FEDLINK librarian.

At the end of every month, FEDLINK generates a statement of current activities for the period and forwards the statement and the monthly invoices to the IAA point of contact on record. If you have a question about a specific invoice, please send an email to [fedlinkinvoices@loc.gov](mailto:fedlinkinvoices@loc.gov). Please include your FEDLINK ID, the order number, and the invoice number (if you have it) in your message.

FEDLINK is relying on the customers to track and ensure they have received all products and services ordered. If you have not received, or do not agree with the charge, please contact FEDLINK immediately to notify us of the discrepancy.

### Direct Express

If your agency issued the order citing the FEDLINK contract (the Direct Express option), the vendor will send invoices directly to your agency.

When citing FEDLINK procurement vehicles, members are responsible for

- executing all contract actions in accordance with the FAR or other applicable regulations,
- sending FEDLINK a copy of executed orders to [fedlinkir@loc.gov](mailto:fedlinkir@loc.gov).

The vendor pays FEDLINK an administrative fee of 0.75% of total value of Direct Express sales. The fee is included in the contract award price(s) and reflected in the total amount charged to ordering activities.

Direct Express customers are responsible for initiating the purchase and your agency may require you to create sole source justification at the order level. Customers must also manage delivery of the products and services and pay vendor invoices.

If you have difficulty contacting the vendor, refer to the online FEDLINK Vendor Directory (<http://www.loc.gov/flicc/contracts/vendors servicedirectory.html>) for customer service contact information.

## How do I add money to my account?

Please use the online IAA Amendment to Add New Services or Funds form located at <http://www.loc.gov/flicc/onlinedoc/FIT/AddFunds.pdf>

Use this form to add new services or additional funds to an existing FEDLINK interagency agreement (IAA) Transfer Pay Account. If you have questions or need assistance completing this form, email [fliccfo@loc.gov](mailto:fliccfo@loc.gov). When completed and signed, email the form to [fliccfo@loc.gov](mailto:fliccfo@loc.gov).

## I transferred funds months ago. Why hasn't the vendor received anything?

As soon as FEDLINK has the full funding and final requirements for your order, we begin work on your procurement. According to our Procurement Action Lead Times, work begins when we have your full funding and final requirements for the procurement. FEDLINK strives to complete all orders by the Procurement Action Lead Times <https://www.loc.gov/flicc/contracts/PALT.pdf>

We place a priority on work based on the start date of the procurement. For specific questions about an upcoming order, please send an email to:

- Books – [fedlinkbooks@loc.gov](mailto:fedlinkbooks@loc.gov)
- Electronic Resources – [fedlinkir@loc.gov](mailto:fedlinkir@loc.gov)
- Preservation Services – [fedlinkpres@loc.gov](mailto:fedlinkpres@loc.gov)
- Serials – [fedlinkserials@loc.gov](mailto:fedlinkserials@loc.gov)
- Other questions – [fliccfno@loc.gov](mailto:fliccfno@loc.gov)

## Why doesn't my account have funds available for payment?

Your funds become available when a FEDLINK Contract Officer (CO) obligates the funds on behalf of the federal government. Once the CO signs the contract, it is recorded, and the obligation is made. FEDLINK makes payments on these obligations up to the value of the order. Once the value obligation is met, we cannot allow additional charges.

## How do I move funds from one vendor to another?

Transferring obligated funds requires a contract action to de-obligate the original funds. Once FEDLINK de-obligates your funds, they become available to use for other products and services. To expedite a de-obligation, contact the original vendor and request a written notice that you have no invoices pending. Once the vendor has certified there are no pending invoices, forward the vendor's notice to FEDLINK at [fliccfo@loc.gov](mailto:fliccfo@loc.gov) and attach your completed Move Funds form.

## How long does it take to transfer prior year funds?

Customers with multi-year and no-year funds no longer need to move funding forward to the current fiscal year. When placing new orders, be sure to use funds remaining in older fiscal year accounts first when purchasing new products or services.