

# Frequently Asked Questions

for Members

Federal Library and Information Network (FEDLINK)

## → Questions

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**FEDLINK**  
LIBRARY  
OF CONGRESS

## Contact Us

FEDLINK Main Number  
(202) 707-4800

FEDLINK Hotline  
(202) 707-4900

Email: [fliccfno@loc.gov](mailto:fliccfno@loc.gov)

[Staff Directory](#)

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

The [FEDLINK website](#) is a great place to find information including:

- » [A directory of FEDLINK vendors](#)
- » [Information about FEDLINK product lines, procurement action lead times, and points of contact](#)
- » [FEDLINK 101 video: Establishing Your Interagency Agreement](#)
- » [Contract requests for Direct Express orders](#)
- » [Information about authority and eligibility for FEDLINK programs](#)

### → What is 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 nearly 50 years of experience in purchasing and managing library and information services with the buying power of a consortium of federal agencies. See [Eight Great Reasons to Use FEDLINK](#).

FEDLINK offers:

- » Simplified acquisition of commercial information services and products.
- » Negotiated discounts and volume pricing.
- » Elimination of the high costs of duplicating contracting cycles and individual orders.

FEDLINK assisted acquisition products and services include:

- » Bibliographic services
- » [Books and media](#)
- » [eResources](#)
- » Library support services
- » Preservation and digitization
- » [Serials](#)

For more information, email [fliccffe@loc.gov](mailto:fliccffe@loc.gov).

### → Who can use FEDLINK?

FEDLINK is authorized to provide its services to other federal agencies, tribal governments, the District of Columbia, and organizations authorized to use federal sources of supply. Accordingly, FEDLINK services are available to any library, information center, or other activity within the executive, legislative, or judicial branches of the United States federal government, including all branches of the U.S. armed forces.

In some cases, non-governmental entities may use FEDLINK services. If your organization is a contractor or other entity authorized to use government supply sources by 48 C.F.R. § 51 and FAR 51.102, the agency's administrator for your contract or another authorized federal official must send a letter to the FEDLINK executive director specifying that your status enables you to use FEDLINK.

### → What is the FEDLINK fee structure?

FEDLINK is offering a discounted service fee through Fiscal Year 2024 – 6 percent for interagency agreements (IAAs) totaling less than \$500,000 and 4 percent for IAAs totaling more than \$500,000. (The standard Transfer Pay fee 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 and media, eResources, library support services, preservation and digitization, 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 independent government cost estimates (IGCE) and price estimates 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 eResources and OCLC.

- » With Direct Express, the agency's contracting officer cites the FEDLINK contract number on the agency purchase order and sends it directly to the vendor.
- » [Complete the Direct Express request](#) 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 percent 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 purchase library support services?

For short- and long-term contracts, FEDLINK offers on-site staffing for collection management, public services, technical services, data services, training and education, and library management. Off-site staffing projects may include support for cataloging, metadata, and physical processing services. To use FEDLINK for library support services, you must return a signed interagency agreement to FEDLINK.

FEDLINK currently offers five library support services vendor contracts. To use library support services, email [FEDLINKIs@loc.gov](mailto:FEDLINKIs@loc.gov) to start the process, and a contracting officer's representative will help develop a statement of work, independent government cost estimate, market research, etc. Library support services competitions procurement action lead times are 60 days for requirements under \$250,000, and 90 days for requirements over \$250,000.

### → How do I purchase preservation & digitization services?

FEDLINK currently offers 16 preservation and digitization vendor contracts. To use these services, email [FEDLINKpres@loc.gov](mailto:FEDLINKpres@loc.gov) to start the process, and a contracting officer's representative will help develop a statement of work, independent government cost estimate, market research, etc. To use FEDLINK for preservation and digitization services, you must return a signed interagency agreement to FEDLINK. Preservation and digitization competitions procurement action lead times are 60 days for requirements under \$250,000, and 90 days for requirements over \$250,000.

### → How do I purchase serials?

FEDLINK currently offers three serials subscriptions services vendor contracts. To use these services, you must return a signed interagency agreement (IAA) to FEDLINK. After you have established your IAA, use the Transfer Pay option to have FEDLINK compete serials orders above \$10,000. Complete the [Serials Competition Form](#) and return it to [FEDLINKserials@loc.gov](mailto:FEDLINKserials@loc.gov).

Serials orders below \$10,000 are considered micro-purchases and do not require competition. For micro-purchases, FEDLINK requires a title list and quote from a FEDLINK serials vendor. For more information, visit the [FEDLINK serials webpage](#) or contact the FEDLINK serials team at [FEDLINKserials@loc.gov](mailto:FEDLINKserials@loc.gov).

### → Where do I send eResources quotes?

For eResources orders, send vendor quotes to [FEDLINKir@loc.gov](mailto:FEDLINKir@loc.gov) and [fliccfft@loc.gov](mailto:fliccfft@loc.gov). FEDLINK then reviews and verifies all quotes to ensure they are in accordance with the FEDLINK contract and pricing.

Ask your vendor to confirm all items on your quotation are products and services listed on the FEDLINK contract. If not, vendors can request modifications to their FEDLINK contract to add products and services. FEDLINK will review and determine if the additions are in scope of the contract.

### → Now that I have a books & media contract, where do I send quotes?

For books and media orders, please email the following to both [fliccfft@loc.gov](mailto:fliccfft@loc.gov) (for the FEDLINK Fiscal Office) and [FEDLINKbooks@loc.gov](mailto:FEDLINKbooks@loc.gov) (for quotes/orders):

1. **Copy of your cart or title list** (complete with the total order amount listed on the document).
2. **Move funds form** (to move funds from BZ to the vendor account).
3. **Description of additional charges not listed in your quotation** (e.g., physical processing, cataloging, rush shipping charges).

### → How do vendors invoice/bill for products and services?

#### **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 for approval before submitting the invoice to the U.S. Treasury's Invoice Processing Platform for payment.) Vendors should not send invoices for payments directly to you. Please forward all invoices to [FEDLINKinvoices@loc.gov](mailto:FEDLINKinvoices@loc.gov).

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, email [FEDLINKinvoices@loc.gov](mailto:FEDLINKinvoices@loc.gov). Please include your FEDLINK ID, order number, and invoice number (if you have it) in your message.

FEDLINK is relying on 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 Federal Acquisition Regulation 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 percent of the 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.

As a Direct Express customer, you are responsible for initiating the purchase; and your agency may require you to create sole source justification at the order level. FEDLINK does not provide its sole source justifications to other agencies. Customers must also manage delivery of the products and services and pay vendor invoices. For vendor contact information, refer to the online [FEDLINK Vendor Directory](#).



### → How do I update my contact information?

Please use the [Update Account Contacts Form](#) to update any of the following:

- » **Official interagency agreement (IAA) contact** - The IAA contact receives the IAA, delivery orders, account statements, and other mailings. Accounts must have one official IAA 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's representative listed on the FEDLINK contract, and send an email to [fliccfft@loc.gov](mailto:fliccfft@loc.gov).

### → How do I add money to my account?

Please use the online [IAA Amendment to Add New Services or Funds 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 [fliccfft@loc.gov](mailto:fliccfft@loc.gov). When completed and signed, email the form to [fliccfft@loc.gov](mailto:fliccfft@loc.gov).

### → When will the vendor receive my order?

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 these lead times.

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 and media** - [FEDLINKbooks@loc.gov](mailto:FEDLINKbooks@loc.gov)
- » **eResources** - [FEDLINKir@loc.gov](mailto:FEDLINKir@loc.gov)
- » **Library support services** - [FEDLINKls@loc.gov](mailto:FEDLINKls@loc.gov)
- » **Preservation and digitization** - [FEDLINKpres@loc.gov](mailto:FEDLINKpres@loc.gov)
- » **Serials** - [FEDLINKserials@loc.gov](mailto:FEDLINKserials@loc.gov)
- » **Training** - [FEDLINKtraining@loc.gov](mailto:FEDLINKtraining@loc.gov)
- » **Other questions** - [fliccftno@loc.gov](mailto:fliccftno@loc.gov)

### → What if I have funding left over after an order?

If you have excess funding on an order due to unavailable content (e.g., a canceled journal or book), or received an additional vendor discount, FEDLINK can de-obligate these funds.

In accordance with our procurement action lead times, FEDLINK will perform a contract action to de-obligate the original funds. Once de-obligated, your unexpired funds 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 [fliccfft@loc.gov](mailto:fliccfft@loc.gov) and attach your completed [Move Funds Form](#).

### → Do I need 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 prioritize funds remaining in older fiscal year accounts first when purchasing new products or services.