

**DLA Contracting Services Office (DCSO)  
Customer-Centric Focus to Awarding FedMall Catalog Contracts  
Questions and Answers**

**DLA CHANGES TO FEDMALL VENDOR CONTRACTS.**

**1. What is a DLA Contracting Services Office (DCSO) vendor contract on FedMall?**

The DCSO FedMall catalog contracts are items offered by vendors that customers can directly buy from on the FedMall platform. The contracts are written by DCSO.

**2. Why does DLA Contracting Services Office (DCSO) want to change its approach to awarding DCSO FedMall Catalog Contracts?**

Currently 99% of the items on DCSO FedMall catalog contracts are never ordered by customers. The intent is to award FedMall catalog contracts based on existing demand and new customer demand of an item or items.

**3. How does this change affect the customer?**

It does not affect the customer. Previously purchased items on FedMall are not going away. The change impacts FedMall Catalogs and items that customers have never ordered.

**4. If the change doesn't affect the customer, then why do we need to notify them?**

- DLA is notifying customers to request items they want to purchase on FedMall.
- New customer demand will drive new FedMall Catalog Contracts for items that customers want and need.
- On the FedMall Home Page, the customer will find a “customer item request” notification asking them to suggest new items for FedMall. (<https://www.fedmall.mil/>)

**5. What does the “Customer Item Request” notification say?**

To streamline operations DLA is tailoring its FedMall contract offerings based on customer demand history. Items previously available for sale via DLA Contracting Services Office (DSCO) contracts, purchased through FY21 – FY24, with 5 or more demands, will continue to be listed for sale on FedMall.

If you would like to see a new item added for sale via a DLA managed contract, please email the following information to [DOD.FEDMALL@dla.mil](mailto:DOD.FEDMALL@dla.mil) for processing:

Item Name:  
Part Number  
Manufacturing Name:  
Customer Name:  
Email:  
Phone Number:

See attached link for more information about the change to DLA's catalog contract strategy.

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**CURRENT CUSTOMER SUPPORT.**

**1. Who are the top customers and what are the top Federal Supply Classes (FSCs) currently being sold from DCSO FedMall catalog contracts?**

The top customers using DCSO FedMall catalog contracts for FY21, FY22, FY23 are (as of 07/2023):

- Navy (42K orders for a total of \$115M) largest by \$ value
- Army (55K orders for a total of \$21M) largest by volume

The top 5 Federal Supply Classes (FSCs) are listed below. Catalog Contracts for these items (FSCs) are not affected.

- 8465 Individual Equipment
- 8415 Clothing, Special Purpose
- 3610 Print, Duplicating, and Bookbinding Equipment
- 5340 Hardware, Commercial
- 4240 Safety and Rescue Equipment

**2. What is the impact to FedMall customers (primarily the Navy and the Army) when this change takes place?**

- There is no impact on existing FedMall catalog contracts for items most often purchased. DCSO is planning to discontinue FedMall catalog contracts for items that have never been ordered.

**USEFUL PLACES TO FIND FEDMALL CUSTOMER SUPPORT AND INFORMATION.**

- FedMall Home Page (<https://www.fedmall.mil>)
- Customer Support Home Pages such as the FedMall Customer and Supplier Information Home Page (<https://www.dla.mil/Working-With-DLA/Applications/FedMall/>)
- Customer Connection Newsletter (<https://www.dla.mil/Customer-Support/Warfighter-Support/>)
- FedMall Webinar schedule at Customer Support Training (<https://www.dla.mil/Customer-Support/Training/>)