Wilson 5 Service Company, Inc.
A Full Service
Facility Operations & Maintenance
company providing top quality services to
Government customers.
On-line access to contract ordering information, terms and conditions up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu driven database system.

The INTERNET address for GSA Advantage! is: gsaadvantage.gov

Federal Supply Schedule, FSC Group 03FAC, Facilities Maintenance and Management Services

Contact Number: 47QSHA20D000K

For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at fss.gsa.gov

**Contract Period:** November 15, 2019 – November 14, 2024

**Contractor’s Name:** Wilson 5 Service Company, Inc.
PO Box 810
6 Page Street
Kittery, ME 03904-4141

**Telephone Number:** 207-439-2361
**Fax Number:** 207-439-7658

**Website:** [www.wilsonfive.com](http://www.wilsonfive.com)

**Email:** [jwoodman@wilsonfive.com](mailto:jwoodman@wilsonfive.com)

**Business Size:** Service Disabled, Veteran Owned Small Business Concern
CUSTOMER INFORMATION

1a. Awarded Special Item Number (SIN)
   561210FAC – Complete Facilities Maintenance and Management
   ANCILLARY – Ancillary Supplies and/or Services
   ANCRA – Ancillary Repair and Alterations
   OLM – Order Level Materials (OLMs)

1b. Pricing: Pricing is based upon an hourly rate See Page 15-16

1c. Labor Categories Description. See Pages 17-22

2. Maximum Order: $750,000.00

3. Minimum Order: $300.00

4. Geographic Coverage: 50 States

5. Point of Production: Kittery, Maine, York County

6. Discount from List Prices: 1 Percent

7. Quantity Discounts: None

8. Prompt Payment Terms: Net 30 Days

9a. Government Purchase Cards Are Accepted at the Micro Purchase Level

9b. Government Purchase Cards Are Accepted Above the Micro Purchase Level

10. Foreign Items: Not Applicable

11a. Time of Delivery: 30 Days ARO

11b. Expedited Delivery: 2-21 days based on availability of qualified staff

11c. Overnight and 2-day Delivery: At agency expense if requested

11d. Urgent Requirements: Consult with Contractor
12. **F.O.B. Points:** Destination.

13a. **Ordering Address:**
Wilson 5 Service Company, Inc.
Attn: James Woodman
PO Box 810
6 Page Street
Kittery, ME 03904

13b. **Ordering Procedures:** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule home page (fss.gsa.gov/schedules).

14. **Payment Address:**
Wilson 5 Service Company, Inc.
Attn: James Woodman
PO Box 810
6 Page Street
Kittery, ME 03904

15. **Warranty Provision:** Not Applicable

16. **Export Packing Charges:** Not Applicable

17. **Terms and Conditions of Government Purchase Card Acceptance:** Contact James Woodman

18. **Terms and Conditions of Rental, Maintenance and Repair:** Not Applicable

19. **Terms and Conditions of Installation:** Contractor shall deliver or perform services in accordance with the terms negotiated in an agency’s order.
<table>
<thead>
<tr>
<th></th>
<th>Terms and Conditions of Repair Parts:</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>List of Service and Distribution Points:</td>
<td>Not Applicable</td>
</tr>
<tr>
<td></td>
<td>List of Participating Dealers:</td>
<td>Not Applicable</td>
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<tr>
<td></td>
<td>Preventive Maintenance:</td>
<td>Not Applicable</td>
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<td></td>
<td>Special Environmental Attributes:</td>
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<tr>
<td></td>
<td>Section 508 Compliance Information:</td>
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<tr>
<td></td>
<td>Data Universal Number System (DUNS) Number:</td>
<td>12-135-0292</td>
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<tr>
<td></td>
<td>Notification Regarding Registration in System for Award Management (SAM) Database:</td>
<td>Wilson 5 Service Company, Inc. is registered in the System for Award Management (SAM) Database</td>
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</tbody>
</table>
Our Company

Wilson 5 Service Company, Inc. ("Wilson 5") has been established in building maintenance services since 1982. The Small Business Administration (SBA) has determined that our company certifies as a Small Disadvantaged Business Concern under $15 million, and we have been certified by the Center for Veterans Enterprise (CVE) as a Service-Disabled Veteran Owned Business Concern. Additionally, Wilson 5 is listed on the GSA Federal Supply Schedules under contract number 47QSHA20D000K, Schedule Number 03FAC, SIN Codes 561210FAC, ANCILLARY, ANCRA, and OLM; BMO Contract Small Business Number GS-06Q-17-BQD-S226, Zones 2, 3, 4, 5 & 6.

Wilson 5 is a well-diversified source for our clients. We enjoy a strong and steadily growing reputation as a leader in Building Operations and Maintenance Services.

Wilson 5 Service Company, Inc. currently manages many contracts in the public sector. Facilities serviced range in size from 10,000 to 2 million square feet. Wilson 5 has extensive experience in providing facility maintenance services.
COMPANY PROFILE (Continued)

Services/Capabilities
Facility Management
  Building Plant Operations and Maintenance
  Property Management
Property Maintenance
  Mechanical Equipment/Systems Operation & Maintenance
  Capital Improvement Projects
  Energy Conservation Projects
  Janitorial/Custodial
  Grounds Maintenance
  Snow Removal
  Recycling
  Trash Removal
  Integrated Pest Management Program

Goals
Our goals are simply to:
Exceed our customers’ expectations
Continue to improve our skills
Continue to expand our business
Provide professional on-site management and support
Provide training and development programs which will enhance the skill level of the facilities’ services staff
FACILITIES ENGINEERING SERVICES

Wilson 5 Provides:
- Environmental programs/services
- Building Automation Systems/Energy Management and Control Systems
- Energy conservation programs
- Consulting services
- Safety programs
- Demand Response Programs
- Energy Curtailment Plans
- Life Cycle Analysis

ADMINISTRATIVE SUPPORT SERVICES

Wilson 5 Provides:
- Contract Administration
- Accounting
- Purchasing
- Organization Support
- In House Mail Service
Wilson 5 Service Company, Inc. is unsurpassed in its level of Mechanical Maintenance Management. We provide comprehensive services for both the private and public sectors at facilities that range in size from 10,000 to 2,000,000 square feet.

Services include:

- Preventative Maintenance of facility equipment and systems, building operations and adjustments for optimum performance
- Purchasing and cost control of labor and material
- CMMS (Computer Maintenance Management System)
- Quality control program
- Repair or replacement of facility assets
- Response to service calls
- Architectural and structural maintenance and repairs
- Renovations and capital improvements
- 24-7 Operational Capabilities

Wilson 5 specializes in providing customized services for each individual client. We excel at determining effective cost saving programs that improve the longevity of equipment and quality of performance.
CUSTODIAL AND JANITORIAL SERVICES

Wilson 5 Service Company, Inc. is a proven leader in the custodial/janitorial industry. We provide comprehensive services that meet the highest quality standards, tailored to suit the specific needs of our customers.

Services include:

- Floor Stripping and Refinishing
- Carpet Shampooing and Spot Cleaning
- Windows and Blinds Cleaning
- Green Cleaning Programs
- Day Porter Services
- Construction and Final Cleaning Services
- Trash Disposal and Recycling
Wilson 5 has over 36 years of business experience to meet your facility needs.

Wilson 5 Service Company, Inc. has provided/is providing and managing facility services for the following public sector clients:

**GOVERNMENT AGENCIES**

- General Services Administration
- National Archives and Records Administration
  - Department of Justice
  - Internal Revenue Service
- Social Security Administration
  - U.S. Postal Service
- Department of Defense
- Immigration and Naturalization Service
- Department of Veterans Affairs
  - Department of State
- Federal Bureau of Investigation
- United States Department of Agriculture – Forest Service
MILITARY

United States Air Force
United States Army
United States Navy
United States Coast Guard
United States Naval Marine Reserves
United States Army Reserves
United States Army Corps of Engineers

STATE AND LOCAL GOVERNMENTS

Maine Air National Guard
Maine Department of Transportation
Maine Judicial Branch
State of New Hampshire Department of Transportation
OUR APPROACH

Wilson 5 Service Company, Inc. designs an Operating Plan customized to the client’s individual needs, which incorporates the basic “building blocks” described below.

**Customized Operating Plan** – Before we commence service, we conduct a thorough review of the building. We then review the facilities’ current systems, productivity, energy consumption, and user satisfaction. This is done by on-site inspections, data analysis, and listening to users and staff. We then prepare an Operating Plan, which outlines specifically how we plan to improve the service.

**Experienced, Stable On-site Management** – We provide experienced management to ensure effective program installation and operation. Our managers remain with the facility for the term of the contract for stability and continuity.

**Start-up Support** – Along with the permanent management team, additional experienced operations management and specialists are assigned to assist in implementing the Operating Plan. Their activities include: equipment inventory, systems implementation, staff training, implementing quality control and client feedback systems.
OUR APPROACH (Continued)

Staff Support – We set very high standards and employ the best available people. We support them with quality training and coaching they need for their professional development. We listen to our employees and encourage their involvement in the decision-making process.

Systems Resources – We equip our Supervisors with operating manuals and software-based systems designed to enhance their control and knowledge. By providing administrative functions from the corporate office, our managers have more time to spend with their staff and the users, making sure the building systems are fully operational.

Staff Training – Thorough training brings improved productivity, safety, service and employee morale. Whether for supervisory staff or trade staff, our training programs are designed for small groups and one-on-one formats. We stress continuous reinforcement and cross-training.

Quality Monitoring and Client Feedback – We monitor quality both by our own assessment through inspections, reports, annual audits and by seeking feedback from building occupants using surveys and evaluation forms.
Pricing for:

SIN 561210FAC - Complete Facilities Maintenance and Management

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<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Project/Contract Manager/Chief Engineer</td>
<td>$39.81</td>
<td>$41.81</td>
<td>$43.89</td>
<td>$46.09</td>
<td>$48.40</td>
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<tr>
<td>Facilities Site Manager/Supervisor</td>
<td>$35.62</td>
<td>$37.41</td>
<td>$39.28</td>
<td>$41.24</td>
<td>$43.31</td>
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<tr>
<td>Janitor Supervisor</td>
<td>$30.38</td>
<td>$31.91</td>
<td>$33.51</td>
<td>$35.18</td>
<td>$36.94</td>
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<tr>
<td>HVAC Maintenance Mechanic</td>
<td>$35.62</td>
<td>$37.41</td>
<td>$39.28</td>
<td>$41.24</td>
<td>$43.31</td>
</tr>
<tr>
<td>Electrical Maintenance Mechanic</td>
<td>$38.76</td>
<td>$40.71</td>
<td>$42.75</td>
<td>$44.89</td>
<td>$47.13</td>
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<tr>
<td>General Maintenance Worker</td>
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<td>Project Manager</td>
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<td>Asst. Project Manager</td>
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<td>Facility manager</td>
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<td>$121.01</td>
<td>$127.07</td>
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<td>Lead Supervisor</td>
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<td>$83.06</td>
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<td>Quality Control Manager</td>
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<td>$76.55</td>
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<td>$88.62</td>
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* Rates escalate 5% per year
* The above Rates reflect the 1% discount and includes the IFF.
PRICING

Pricing for:

SIN ANCRA - Ancillary Repairs and Alterations, SCA Rates

<table>
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* Rates escalate 5% per year
* The above Rates reflect the 1% discount and includes the IFF.

ANCRA, Davis-Bacon Act Rates

<table>
<thead>
<tr>
<th>SIN</th>
<th>LABOR CLASSIFICATION</th>
<th>GSA PRICE INCLUSIVE OF IFF</th>
<th>GENERAL DECISION NUMBER</th>
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<tr>
<td>ANCRA</td>
<td>Electrical Maintenance Mechanic</td>
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<td>General Maintenance Worker</td>
<td>$118.82</td>
<td>#IL20190009, Modification 8, dated Aug. 8, 2019</td>
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Hourly Rates are inclusive of the 1% discount and the 0.75% IFF Chicago, IL Davis-Bacon rates are used for all non-union, non-exempt positions.
### SIN 561210FAC - Complete Facilities Maintenance and Management

CBA Rates Specifically for the Metcalfe Federal Building, Chicago, IL 7/1/2022 – 6/30/2023

<table>
<thead>
<tr>
<th>Position</th>
<th>Fully Loaded Labor Rates</th>
<th>Overtime</th>
<th>Emergency Call-back (Mon-Saturday)</th>
<th>Emergency Call-back (Sundays ONLY)</th>
<th>Overtime Workday 7</th>
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<tr>
<td>Chief Engineer</td>
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<td>$118.65</td>
<td>$154.30</td>
<td>$154.30</td>
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<td>Assistant Chief Engineer</td>
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<td>$113.42</td>
<td>$147.32</td>
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<tr>
<td>Operating Engineer</td>
<td>$85.97</td>
<td>$106.76</td>
<td>$106.76</td>
<td>$138.44</td>
<td>$138.44</td>
</tr>
</tbody>
</table>

* The above Rates reflect the 1% discount and includes the IFF.
LABOR CATEGORY DESCRIPTIONS
561210FAC

**Labor Category: Project/Contract Manager/Chief Engineer**

**Minimum Experience:** Have at least ten years’ experience in managing all phases of governmental/commercial building maintenance projects including scheduling and supervising construction trades. Experience in administration of OSHA, EPA local codes and hazardous materials and has knowledge of mechanical and utility systems.

**Functional Responsibility:** Performs all functions identified by contract specifications and plans, and directs and controls facility maintenance projects to ensure compliance with contract requirements. He develops work schedules; hires and monitor employees and subcontractors; troubleshoots, develops estimating and bidding schedules and performs scheduled and unscheduled quality control inspections. He enforces safety program requirements, maintains an effective cost control system, interfaces with project personnel and is available around the clock to resolve emergencies and unscheduled services.

**Minimum Education:** He has a four year degree or the equivalent in Business Administration, Engineering or Construction Management.

**Labor Category: Facility Site Manager/Supervisor**

**Minimum Experience:** Has ten years’ experience in managing building maintenance projects, scheduling and supervising construction trades, estimating and bidding, and quality control. He has experience in the methods, materials and equipment used in building maintenance trades.

**Functional Responsibility:** He carries out contract requirements, maintains work control processes for projects, assigns and supervises work crews as necessary, ensures that all personnel involved in work assignments are qualified and performs scheduled and unscheduled quality control inspections. He adheres to all fire, safety and health regulations; stores equipment, materials and supplies; maintains project records.

**Minimum Education:** He has an Associate degree in Business Administration or Construction Management or the equivalent and is a graduate of a vocational school.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC

Labor Category: Janitorial Supervisor

Minimum Experience: Has seven years’ experience in managing, coordinating and scheduling janitorial/custodial commercial and government building maintenance projects.

Functional Responsibility: He directs daily cleaning operations, supervises custodial personnel, develops cleaning schedules, makes quality control inspections, hires and trains employees, communicates and coordinates with building personnel, forecasts material usage, orders all cleaning supplies and complies with OSHA, EPA, and hazardous materials requirements. He is available around the clock to respond to emergencies and to resolve issues and problems.

Minimum Education: He has a high school education or the equivalent

Labor Category: HVAC Maintenance Mechanic

Minimum Experience: Has at least five years’ experience in maintaining, diagnosing and correcting electrical, plumbing, air conditioning, refrigeration and heating systems throughout a building facility.

Functional Responsibility: He performs day-to-day maintenance, preventive maintenance, service calls, repair work and new work as required. He checks work quality resulting from operational and maintenance procedures, maintains continuous communication with building occupants, maintains equipment, supply and material inventories and manages subcontractors. He inspects, tests and services installed building equipment such as furnaces, environmental control systems, motors, compressors, air conditioners, electrical and pneumatic controls, plumbing equipment and electrical wiring.

Minimum Education: He is a high school graduate, holds required licenses from regulatory agencies and is a journeyman HVAC Mechanic.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC/ANCRA

Labor Category: Electrical Maintenance Mechanic

Minimum Experience: Has at least five years’ experience as an interior and exterior journeyman electrician maintaining electrical equipment located throughout a commercial/industrial facility.

Functional Responsibility: He performs operations and maintenance of electrical power systems beginning at the service entrance of buildings and structures, and maintains complete wiring systems, conduit systems, cable systems, conductors, switches, receptacles, outlets, device plates, and ground and light fixtures. He operates and maintains power generator equipment and emergency generator devices. He disassembles electrical units such as generators, motors, voltage regulators, and electrical appliances and locates sources of malfunction. He spends considerable time in preventive maintenance, corrects problems before breakdowns and ensures that all work performed conforms to the National Electrical Code.

Minimum Education: He is a high school graduate and a journeyman electrician and holds licenses required by federal, state or local regulatory agencies.

Labor Category: General Maintenance Worker

Minimum Experience: Has a minimum of five years’ experience as a helper to construction trade contractors and is a jack-of-all-trades. He has basic knowledge of such maintenance trades as painting, carpentry, plumbing, masonry and electrical work.

Functional Responsibility: He performs general maintenance and repair of building’s architectural and structural systems and repairs and maintains machines, mechanical equipment, and works on plumbing, electrical and air conditioning and heating systems. He keeps building woodwork in good repair; replaces electrical switches, outlets and motors; paints facilities; repairs or replaces plumbing fixtures. He inspects and diagnoses problems and does preventive maintenance to correct defects before equipment breaks down or building deteriorates.

Minimum Education: He has ability to read blueprints, possesses mechanical aptitude and is a high school graduate or equivalent.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC

**Labor Category: Project Manager**

**Minimum Experience:** Relevant on-the-job experience in the management and /or oversight of facility management, operation and maintenance activities for multiple years can be substituted for educational requirements.

**Functional Responsibility:** Management and supervision of contract operations to include the hiring/termination of staff; scheduling; purchasing and inventory control; safety, selecting and managing subcontractors, budgeting and cost estimating; quality control; professional development of subordinates and maintaining effective communications with client representatives. Responsible for the development and administration of OSHA, EPA, local codes and hazardous materials management program. Member of a professional association(s) preferred.

**Minimum Education:** Minimum of 5 years supervisory experience. Must possess a thorough knowledge of mechanical and utility systems, BAS, CMMS and MS application software. Degreed engineer, EE, CE or possesses a Masters’ Degree in business administration or equivalent preferred.

**Labor Category: Assistant Project Manager**

**Minimum Experience:** Five (5) years supervisory experience in commercial / industrial / research facilities preferred.

**Functional Responsibility:** Serves as the contract Project Manager when the Project Manager is absent. Responsible for establishing annual maintenance plan and schedule for facility; immediate oversight of subcontractors; implementing the safety program; adhering to OSHA, EPA, local codes and hazardous materials handling procedures; and quality control procedures.

**Minimum Education:** Must possess a thorough knowledge of mechanical and utility systems, BAS, CMMS and MS application software. 5 to 7 years’ experience as a licensed master craftsman or certification by a professional association / organization preferred.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC

**Labor Category: Facility Manager**

**Minimum Experience:** Relevant experience in the management and/or oversight of facility management, operation and maintenance activities for multiple years can be substituted for educational requirements.

**Functional Responsibility:** Assures the optimal functioning of building systems including mechanical, fire/life safety, elevators etc. May manage a staff of employees in the maintenance of buildings and grounds to include custodial and security functions. May manage administrative staff involved in tasks such as mail and distribution, conference/meeting support and coordination, duplicating, space planning, management of telecommunications tasks and administrative support. May oversee contractors for facilities renovation project entailing, HVAC, electrical, production floor arrangement, etc. May control allocation and use of personnel to ensure fulfillment of service schedules in all departments at the lowest possible cost. May direct operation of all departments and guides supervisors in the performance of their duties.

**Minimum Education:** Bachelor's Degree in Facility Management, Operations and Maintenance, or related field. Experience in a related environment (preferably 10+ years).

**Labor Category: Lead Supervisor/Chief Engineer**

**Minimum Experience:** Must possess a thorough knowledge of mechanical and utility systems, BAS, CMMS and MS application software.

**Functional Responsibility:** Plans, coordinates and oversees work by assigned staff to effectively and efficiently accomplish operations, preventive maintenance and repair services. May be responsible for maintaining a computerized maintenance management system (CMMS). Provides engineering services with respect to newly installed equipment/systems. Participates in the development and maintenance of preventive maintenance schedules, operational procedures manuals, etc. may be responsible for developing an effective training program for subordinate staff.

**Minimum Education:** Minimum of 7 years work experience as a skilled craftperson. 5 years supervisory experience preferred.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC

Labor Category: Quality Control Manager

Minimum Experience: Three plus years Quality Assurance/Quality Control experience for a similar project operation. Must be familiar with inspection procedures, methodology, and performance requirements.

Functional Responsibility:
• He assists the Project Manager/Supervisor in administering the Company’s Quality Control Accident Prevention, Safety and Health, and Fire Prevention Plans
• Will inspect facilities, equipment, and maintenance operations to ensure that established procedures and standards are being met
• Will analyze performance by records, reports, and observations and will recommend improvements and/or corrections.
• Will prepare the appropriate records and reports
• Will apply random sampling techniques

Minimum Education: High School Diploma or General Education Degree.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC

**Labor Category: Chief Engineer**

**Minimum Experience:** Must possess a thorough knowledge of mechanical and utility systems, BAS, CMMS and MS application software..

**Functional Responsibility:** Plans, coordinates and oversees work by assigned staff to effectively and efficiently accomplish operations, preventive maintenance and repair services. May be responsible for maintaining a computerized maintenance management system (CMMS). Provides engineering services with respect to newly installed equipment / systems. Participates in the development and maintenance of preventive maintenance schedules, operational procedures manuals, etc. may be responsible for developing an effective training program for subordinate staff.

**Minimum Education:** Minimum of 7 years work experience as a skilled craftsperson. 5 years supervisory experience preferred.

**Labor Category: Assistant Chief Engineer**

**Minimum Experience:** Must possess a thorough knowledge of mechanical and utility systems, BAS, CMMS and MS application software..

**Functional Responsibility:** Assists Chief Engineer with planning, coordinating and overseeing work by assigned staff to effectively and efficiently accomplish operations, preventive maintenance and repair services. May be responsible for maintaining a computerized maintenance management system (CMMS). Provides engineering services with respect to newly installed equipment / systems. Participates in the development and maintenance of preventive maintenance schedules, operational procedures manuals, etc. may be responsible for developing an effective training program for subordinate staff. Provides supervisory coverage in the absence of the Chief Engineer.

**Minimum Education:** Minimum of 5 years work experience as a skilled craftsperson. Any supervisory experience preferred.
LABOR CATEGORY DESCRIPTIONS (Continued)

561210FAC

**Labor Category: Operating Engineer**

**Minimum Experience:** Has at least five years’ experience in maintaining, diagnosing and correcting electrical, plumbing, air conditioning, refrigeration and heating systems throughout a building facility.

**Functional Responsibility:** He performs day-to-day maintenance, preventive maintenance, service calls, repair work and new work as required. He checks work quality resulting from operational and maintenance procedures, maintains continuous communication with building occupants, maintains equipment, supply and material inventories and manages subcontractors. He inspects, tests and services installed building equipment such as furnaces, environmental control systems, motors, compressors, air conditioners, electrical and pneumatic controls, plumbing equipment and electrical wiring.

**Minimum Education:** He is a high school graduate, holds required licenses from regulatory agencies and is a journeyman level mechanic.
SIN ANCILLARY

Catalog pricing for Wilson 5 Service Company, Inc. is based on the most current editions of the following parts catalogs plus a handling fee of 8%: All pricing is inclusive of the 0.75% Industrial Funding Fee and all products offered will be in compliance with clause 52.225-5, Trade Agreements Act.

- WW Grainger
- McMaster
- Johnstone Supply
- HD Supply
- United Refrigeration
The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices of the indicated (**SCA labor categories are based on the United States Department of Labor Wage Determination Number identified in the SCA Matrix. The prices awarded are in line with the geographic scope of the contract (i.e. nationwide).”
SIN OLM

Order-Level Materials (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Federal Supply Schedule (FSS) contract or FSS blanket purchase agreement (BPA). OLMs are not defined, priced, or awarded at the FSS contract level. They are unknown before a task or delivery order is placed against the FSS contract or FSS BPA. OLMs are only authorized for inclusion at the order level under Time-and-Materials (T&M) or Labor-Hour (LH) Contract Line Item Number (CLIN) and are subject to a Not To Exceed (NTE) ceiling price. OLMs include direct materials, subcontracts for supplies and incidental services for which there is not a labor category specified in the FSS contract, other direct costs, and indirect costs. OLMs are purchased under the authority of the FSS Program and are not “open market items.”