



APPROVED

FEDERAL PURCHASE PROGRAM SPECIFICATION (FPPS) FOR DICED CHICKEN

Agricultural Marketing Service (AMS)
Livestock, Poultry, and Seed (LPS) Program
Food Safety and Commodity Specification (FSCS)
Division
Room 2624 S, Phone: 202-692-0342

Supersedes: Diced Chicken April 2012 – Changes from
previous requirements in [blue](#)

Effective: March 2017

100 ITEM DESCRIPTION

110 Diced Chicken (100101) – Frozen, fully cooked, diced chicken meat, produced from ready-to-cook chickens. The dices [shall](#) be packaged in [eight 5-pound](#) or four 10-pound packages to a net weight of 40 pounds in each fiberboard shipping container. A purchase unit [shall](#) consist of 1,000 shipping containers totaling 40,000 pounds.

200 APPLICABLE DOCUMENTS

210 The following documents are incorporated as part of this USDA, AMS, [FSCS Division FPPS](#) – Diced Chicken – [March 2017](#):

210.1 [AMS/LPS/Quality Assessment Division \(QAD\) Policies and Procedures](#)

210.2 [Poultry Products Inspection Regulations \(9 CFR § 381\).](#)

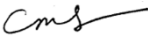
210.3 [Regulations Governing the Voluntary Grading of Poultry Products and Rabbit Products \(7 CFR § 70\) and the U.S. Classes, Standards, and Grades for Poultry \(AMS 70.200 et seq., 9 CFR § 381.170 to 172\).](#)

210.4 [AMS Master Solicitation for Commodity Procurements and Solicitation.](#)

300 CHECKLIST OF REQUIREMENTS

310 [Domestic Products – Refer to the current AMS Master Solicitation for Commodity Procurements.](#)

320 [Food Defense – Refer to the current AMS Master Solicitation for Commodity Procurements.](#)

Approved by  CMS
Date Issued: 04/18/2012
Date Revised: 03/15/2017

400 HARVESTING

- 410 All harvesting activities shall comply with all applicable Food Safety and Inspection Service (FSIS) regulations and requirements, including 9 CFR § 381, and shall be done under FSIS inspection.
- 420 Humane Handling – All poultry shall be humanely handled in accordance with FSIS Directive 6100.3.

500 PROCESSING

- 510 All processing activities shall comply with all applicable FSIS regulations and requirements, including 9 CFR § 381, and shall be done under FSIS inspection.
- 520 Performance Standards – Product shall be produced under FSIS pathogen reduction standards, as specified in 9 CFR § 381.
- 530 The commodity shall not be processed or packaged more than 60 days prior to the first day of the delivery period.
- 540 Class – The commodity shall be prepared from freshly slaughtered ready-to-cook hens (mature female chickens), (AMS 70.201 (f)), weighing 4.00 pounds (1.81 kg) or more per carcass without neck and giblets, or broilers (AMS 70.201(c)) without neck and giblets.
- 550 Inspection for contract and FPPS compliance shall be in accordance with the Regulations Governing the Voluntary Grading of Poultry Products and Rabbit Products (7 CFR § 70) and the U.S. Classes, Standards, and Grades (AMS 70.200 *et seq.*). The AMS Grader shall be responsible for certification of compliance with the requirements of this FPPS for chicken; preparation, processing, and freezing of the dices; packaged frozen dices; packing; labeling and marking; sampling; laboratory results; net weight; and checkloading.
- 551 AMS Certification – USDA/AMS, LPS Program’s QAD field office or the Director of QAD, LPS Program, AMS, USDA, Room 3953-S, STOP 0258, 1400 Independence Avenue, SW, Washington, DC 20250-0258, telephone (202) 720-3271.
- 552 All steps in the manufacturing process shall be under the direct supervision of an AMS Grader and as outlined in QAD Policies and Procedures. Quality and compliance with product requirements shall be determined in accordance with those policies and procedures. The AMS Grader may also select samples for laboratory analyses or inspect the commodity at any point in transit and after delivery to point of destination.
- 553 AMS Sampling Option – AMS may select additional commodity for further inspection or may draw samples for laboratory analyses.

- 554 Lot Definition – A lot is the amount of packaged commodity produced during a processing shift.
- 560 Chicken from Other Plants – Chilled chicken may be transferred or obtained from other processing plants, provided it:
- 560.1 Has been processed, handled, and identified in accordance with this FPPS; and
 - 560.2 Complies with the freshly harvested, organoleptic, temperature, and other applicable requirements of this FPPS as evidenced by USDA certification.
- 561 Type, class, and specific name of the product, part, or meat; date harvested as applicable; and the USDA-assigned plant number shall be shown on each shipping container.
- 562 The chilled chicken shall maintain an internal product temperature between 26 °F (-3.3 °C) and 40 °F (4.4 °C) during transit, from plant origin to destination.
- 563 Meat Time Requirements – The chilled commodity shall be processed, packaged, packed, and placed in a freezer within 7 calendar days after the date of harvest.
- 570 Preparation of Cooked Meat for Dicing – The commodity shall be prepared from pulled (deboned) cooked white and dark meat according to one of the following methods:
- 570.1 Cooked white and dark meat in natural proportion is removed from the cooked whole chicken carcass.
 - 570.2 Formulated on a weight basis to contain a minimum of 50 percent cooked white meat and a maximum of 50 percent cooked dark meat. The method used by the contractor shall have established control procedures, processing sequence, product flow, and methods for handling the pulled cooked white and dark meat to ensure that:
 - 570.2.1 the natural percentage of cooked white and dark meat is maintained,
 - 570.2.2 no white meat is removed for other uses, and
 - 570.2.3 no dark meat is added from other sources. These procedures and methods shall be reviewed and found acceptable by supervisory personnel of QAD before they can be used to produce white and dark meat for this FPPS.
- 571 Unacceptable Meat – No frozen or previously frozen chicken shall be used. Skin, wing meat from the third wing portions, neck meat, giblets, and kidneys from cooked chicken carcasses shall not be used to prepare the dices. Mechanically separated (comminuted), finely ground, flaked, or finely chopped chicken meat shall not be used.

- 572 Organoleptic Requirements – Meat **shall** be examined on a continuous basis for organoleptic requirements shown in Table 1. If the meat does not comply with the organoleptic requirements, the meat the samples represent shall be rejected for use **under this FPPS**.
- 573 **Cooked Meat Defects – Examination for Bone.** A 5-pound (2.27 kg) sample of pulled cooked white and dark meat **shall** be drawn and examined for the bone defects shown in Table 1 prior to dicing. When cooked white and dark meat are formulated on a weight basis (minimum 50 percent white meat/maximum 50 percent dark meat), 2.50 pounds (1.13 kg) of pulled white meat and 2.50 pounds (1.13 kg) of pulled dark meat **shall** be drawn and examined separately for the bone defects shown in Table 1. The frequency of sampling and number of samples examined **shall** be those outlined in QAD Sample Plan Level 3 (SPL-3).
- 573.1 Any sample with bone or hard bone-like material **shall** be counted as a defect under SPL-3.
- 573.2 If the number of bone defects exceed the maximum for the “target” level or result in a rejection, the frequency of sampling for bone defects **shall** be increased to a sample drawn twice each sampling interval until the cumulative number of bone defects reverts back to the “target” level.
- 573.3 If the sample/meat has more defects than the maximum tolerance for the sample plan, the meat the sample represents **shall** be rejected.
- 580 Dicing – The pulled cooked white and dark meat **shall** be mechanically diced to “0.50-inch (1.27 cm) dices” or “nominal 0.50-inch (1.27 cm) by 0.50-inch (1.27 cm) dices.”
- 581 Sieve Test – The **AMS Grader shall** use either an 8-inch (20.32 cm) or 12-inch (30.48 cm) diameter sieve to determine dice size requirements. For the 8-inch (20.32 cm) sieve, the **AMS Grader shall** split the 2-pound (0.91 kg) sample in half and test each separately. For the 12-inch (30.48 cm) sieve, the **AMS Grader shall** test the entire 2-pound (0.91 kg) sample.
- 581.1 Not more than 5 percent of the weight of the sample can be retained on a U.S. standard 0.75 inch (1.90 cm) sieve.
- 581.2 Not more than 5 percent of the weight of the sample can pass through an U.S. standard 0.25 inch (0.64 cm) sieve.
- 581.3 Rejected Product – The contractor may request that the rejected packages of frozen dices be re-examined on the basis of a stationary lot. The number of shipping containers that **shall** be examined are outlined in 7 CFR § 70.10. One sample **shall** be examined from each shipping container sampled. The individual results of each sample examined with each size of screen 581.1 **shall** be averaged. When the average for both sizes of screens complies with the dice size requirement, the stationary lot is acceptable for use under this **FPPS**.

- 582 Individually frozen commodity exiting an in-line freezing system with internal product temperatures higher than 10 °F (-12.2 °C) shall be packaged and placed in a freezer. The internal product temperature shall be lowered to 10 °F (-12.2 °C) or lower within 24 hours from the time the commodity enters the freezer.
- 582.1 Individually frozen commodity exiting an in-line freezing system with internal product temperatures 10 °F (-12.2 °C) or lower is in compliance with the 24-hour freezing requirement.
- 583 Metal Detection – The commodity shall be examined by a metal detection device capable of detecting metallic contaminants including, but not limited to, stainless steel shavings, metal clips, metal fragments from cutting equipment, and pieces of metal according to QAD policies and procedures.
- 583.1 Commodity found to be contaminated with metal shall be handled in accordance with FSIS procedures. Other procedures for the examination of the commodity shall be approved by the Director of the FSCS Division in writing.
- 584 Organoleptic and Defect Requirements for Dices
- 584.1 Organoleptic Requirements – The diced chicken shall be sampled on a continuous basis for compliance with the organoleptic requirements shown in Table 1. Any diced chicken that does not comply with the organoleptic requirements shall be rejected for use under this FPPS.
- 584.2 Defect Requirements – A 2-pound (0.91 kg) sample of diced chicken shall be drawn and examined for bone and other defects shown in Table 1, in a thawed state. The frequency of sampling and number of samples examined shall be those outlined in QAD’s Sample Plan Level 2 (SPL-2). The examination for bone shall be made separately from the examination for the other defects under SPL-3.
- 584.2.1 Regardless of the kind and number of defects (within Table 1) found, any sample with bone or hard bone-like material greater than 0.40 inch (1.02 cm) shall be cause for rejection of the meat the sample represents.
- 584.2.2 If the number of bone defects exceed the maximum for the “target” level or results in a rejection, the frequency of sampling for bone defects shall be increased to a 2-pound (0.91 kg) sample drawn twice each sampling interval until the cumulative number of bone defects reverts back to the “target” level.
- 584.2.3 Product represented by a sample with more defects than the maximum tolerance for the sample plan shall be rejected.
- 590 Microbiological Requirements – Sampling and Laboratory Analyses
- 591 Lot – For the purpose of microbiological testing, a lot is defined as the amount of finished Diced Chicken produced within a day, which shall be further divided into

sub-lots. A sub-lot is the amount of product produced in one hour or a volume not to exceed 15,000 pounds. Contractor shall maintain the identity and traceability of each sub-lot.

- 592 Samples for Laboratory Analyses – The samples for laboratory analysis shall be collected at random from each sub-lot in an aseptic manner under the supervision of the AMS Grader.
- 592.1 For every sub-lot, three 0.50-pounds (0.23 kg) samples from each package sampled shall be collected. Costs incurred for sampling supplies, sampling, shipping the samples, and the laboratory analysis shall be paid by the Contractor. The three samples from each sub-lot shall be used as follows:
- 592.1.1 One for microbiological analyses at a USDA or USDA-approved laboratory.
- 592.1.2 One for the contractor.
- 592.1.3 One for a reserve sample.
- 593 The frozen commodity samples shall be maintained in a frozen state.
- 594 The samples for the contractor shall be given to the contractor after all the samples for the lot has been drawn and prepared.
- 595 The reserve samples shall be identified as such and shall be retained in a freezer under the control of the AMS Grader. These samples shall be used for laboratory analyses when the original samples are lost or arrive at the USDA or USDA-approved laboratory in an unacceptable condition, or when requested by the FSCS Division.
- 595.1 If the reserve samples are not used, they shall be returned to the contractor.
- 596 A sub-lot of packaged frozen commodity shall comply with the following microbiological requirements when sampled and analyzed.
- 596.1 Standard plate count shall not exceed 1,000 colony forming units (CFU)/gram.
- 596.2 Coliform count shall not exceed 50 CFU/gram.
- 596.3 *Escherichia coli* (*E. coli*) results shall be less than 10 CFU/gram.
- 596.4 Coagulase-positive *Staphylococcus aureus* (*S. aureus*) results shall be less than 10 CFU/gram.
- 596.5 *Salmonella* shall not be detected.
- 596.6 *Listeria monocytogenes* shall not be detected.

- 597 If any sample from a lot is found to exceed a critical limit or produce a positive result, it shall be ineligible and shall be diverted from the AMS purchase program. The contractor shall maintain record of the diverted product and make it available to AMS agents upon request.
- 597.1 The USDA or USDA-approved laboratory shall immediately notify FSIS and the FSCS Division of all confirmed pathogens.
- 598 Approved Laboratories – The samples for laboratory analyses may be submitted to the USDA or a USDA-approved laboratory listed on the AMS Laboratory Approval Service website: <https://www.ams.usda.gov/services/lab-testing/microbiological>.
- 599 Laboratory Analysis – Information on sample analysis, including sample handling and preparation, methods, and reporting of results, can be found in the requirements document titled Laboratory Approval Program for the Microbiological Testing of Poultry Products for the Federal Purchase Program.
- 599.1 This document is located on the AMS Laboratory Approval Service website: <https://www.ams.usda.gov/services/lab-testing/microbiological>.
- 600 PACKAGING AND PACKING**
- 610 The contractor shall assure that all packaging, packing, labeling, closure, marking, and palletization comply with the National Motor Freight Regulations and FSIS regulations and the requirements listed below.
- 620 Packaging - All packaging and packing materials shall be clean and in new condition, shall not impart objectionable odors or flavors to the dices, shall be safe (cannot adulterate product or be injurious to health) for use in contact with food products, and shall be tamper-evident. Tamper-evident is defined as packaging and packing materials with one or more indicators or barriers to entry, which, if breached or missing, can reasonably be expected to provide visible evidence that tampering has occurred. All packaging material shall comply with FSIS regulations (9 CFR § 381.144(c)).
- 621 Plastic-film Bags – Bags for packaging the commodity shall be a polyethylene film bag with a wall thickness of not less than 3 mil (0.003 inch); and shall protect the commodity from dehydration, freezer burn, or quality deterioration during the conditions of use. Closure methods shall be approved by a representative of the QA Division. Metal wire ties, paper-coated wire ties, or staples shall not be used for sealing plastic-film bags.
- 630 Shipping Containers – Shipping containers shall:
- 630.1 Be good commercial fiberboard containers that are acceptable by common or other carrier for safe transport to point of destination,
- 630.2 Be of such size to pack the commodity without slack filling or bulging;

- 630.3 Withstand the stresses of handling, shipping, stacking, and storage, and
- 630.4 Be closed by commercially accepted methods and materials. Steel or wire straps **shall** not be used for final closure.
- 631 Staples **shall** not be used for final closure of shipping containers. Adhesive or staples cannot be used to fasten the top portion of telescope-style containers to the bottom portion. Staples may be used to manufacture and to assemble the fiberboard shipping containers, provided the staples are fastened into the container and tightly clenched to eliminate sharp edges prior to packing the dices into the shipping containers.
- 640 Packaging – Approximately 5 or 10-pounds of **commodity shall** be packaged in a plastic-film bag. The bag **shall** be of a length that can be readily and securely closed. The bag **shall** be sealed or closed with a non-metallic device that shall protect the **commodity** from contamination, dehydration, and freezer burn.
- 650 Packing – **Eight 5-pound or** four 10-pound bags with 40 pounds net weight of **commodity shall** be packed in a fiberboard shipping container.
- 700 LABELING**
- 710 CN Labeling information or a Product Formulation Statement demonstrating product contribution to the National School Lunch Program meal pattern requirements is required. For more information on the CN Labeling Program, see the section for Food Manufacturers/Industry on the FNS website:

<http://www.fns.usda.gov/cnlabeling/child-nutrition-cn-labeling-program> .
- 711 Commercial Labeling Requirements
- 711.1 Commercially labeled packages and shipping containers **shall** be labeled in accordance with FSIS requirements. Labeling **shall** be approved by FSIS prior to acceptance for use under this FPPS.
- 711.2 Commercial Labels – Commercial labels **shall** be the processor's own commercial label. Distributors' labels are not allowed.
- 712 Traceable Product – The processor **shall** establish a product identification and record system that clearly links product by place and time of manufacture to specific USDA contracts and destinations. When the company uses the same commercial label for the product certified as complying with this FPPS and commercial product, the identification system **shall** differentiate between USDA and non-USDA products. An alpha numeric code may be used for information that is in addition to FSIS labeling requirements. The required product identification and record system, including codes, **shall** be reviewed by USDA/AMS before production begins for the contract(s).

713 Nutrition Facts, Ingredients and Allergen Statements on Shipping Containers
Nutrition Facts **shall** be provided. The ingredient statement, even for single ingredient foods, **shall** be included as a statement separate from the name of the product, e.g. Ingredients: _____. The allergen statement **shall** be provided in the format which complies with the Food Allergen Labeling and Consumer Protection Act (FALCPA), and 9 CFR § 317.2(b), 9 CFR 381.116(a) for any product which contains milk, eggs, fish, crustacean shellfish, tree nuts, peanuts, soy or wheat; e.g. Allergen: This product contains _____. For additional guidance refer to the Compliance Guidance at:

<http://www.fsis.usda.gov/wps/wcm/connect/f9cbb0e9-6b4d-4132-ae27-53e0b52e840e/Allergens-Ingredient.pdf?MOD=AJPERES>

720 **Unacceptable Labeling**

721 Commercial labels that do not have a processor traceability system and code.

722 Commercial labeling traceability coding and systems that have not been reviewed by a representative of USDA, AMS, LPS Program, **QAD**.

723 **Distributor Commercial Labels**

724 Two or more different commercial labels in the same purchase unit.

730 **Free Along Side (FAS) Vessel Deliveries**

731 FAS vessel deliveries that are not source loaded in a seavan are required to show the final destination's overseas address as provided in the Sales Order/Item Number. The address **shall** be clearly printed on at least two sides of each panel.

800 FINAL EXAMINATION OF PACKAGED AND PACKED COMMODITY

810 **Packaging Defects** – Packages in a delivery unit **shall** be examined for defects that affect protection, expose product, permit dehydration or freezer burn, or quality deterioration during storage, such as tears, holes, or improperly sealed or closed packages.

811 **Packing Defects** – Shipping containers in a delivery unit **shall** be examined for condition, labeling, and marking defects according to the United States Standards for Condition of Food Containers.

812 **Tolerance for Defects** – If samples of packaged commodity or the shipping containers in a delivery unit have more defects than the maximum tolerance for the applicable **QAD** sample plan, the delivery unit shall be rejected.

820 A purchase unit or delivery unit **shall** total 40,000 pounds net, or multiples thereof.

- 821 Each delivery unit shall be examined for compliance with the net weight requirements at time of checkloading.
- 822 The tare weight of all packing materials shall be determined by weighing a representative sample of all packaging components such as plastic-film bags, clips, and fiberboard containers.
- 823 Twelve (12) shipping containers shall be selected at random from a delivery unit to determine net weight. The total net weight of the 12 shipping containers shall be equal to or greater than 480 pounds.
- 824 If the total net weight is less than 480 pounds, the delivery unit shall be rejected.
- 824.1 A rejected delivery unit may be reworked and reoffered one time only. However, if an individual shipping container in the sample of the reworked delivery unit has a net weight less than 39.60 pounds, the delivery unit shall be rejected.
- 825 As an alternative to test weighing at time of checkloading, the contractor may request on-line verification of net weights. Upon receiving the request, a Federal-State Supervisor (or their designee) shall determine that the facilities and procedures are in accordance with the applicable LPS Program's instructions for this FPPS.
- 830 Loading and Shipping Frozen Commodity
- 831 Visual Inspection – Frozen cooked commodity showing any evidence of defrosting, refreezing, or freezer deterioration shall be rejected for use under this FPPS.
- 831.1 A defect for condition of dices is a sample (package) in which dices are stuck together in clumps and cannot be easily and readily separated without removing from the bag. Sample size shall be one 10-pound (4.54 kg) package drawn from 18 shipping containers randomly selected from the delivery unit. If four or more samples (of the 18 samples examined at the time of loading) are found to contain the defects described, the delivery unit shall be rejected. Frozen cooked commodity showing any evidence of defrosting, refreezing, or freezer deterioration shall be rejected for use under this FPPS.
- 832 Internal Product Temperature
- 832.1 The frozen cooked commodity shall be 2 °F (-16.7 °C) or lower at the time of loading. Delivery units with internal product temperatures exceeding 2 °F (-16.7 °C) and up to 5 °F (-15 °C) shall be tentatively rejected. Tentatively rejected delivery units may be returned to the freezer and the temperature reduced to 2 °F (-16.7 °C) or lower and reoffered one time only. Delivery units exceeding 5 °F (-15 °C) or delivery units that have been tentatively rejected and exceed 2 °F (-16.7 °C) when reoffered shall be rejected for use under this FPPS.

832.2 Optional temperature verification – The contractor may request an alternate method utilizing product temperature-sensing devices. If this option is selected, a Federal-State Supervisor shall determine that the facilities, equipment, procedures, and the contractors' current level of freezing compliance are in accordance with the established guidelines outlined in the applicable LPS Program's instructions for this FPPS.

840 Inspection and Checkloading

841 **Requirements** – Inspection for contract compliance shall be made by a USDA representative, in accordance with 7 CFR § 70, FSIS regulations, and this FPPS, at the site of processing, both during and after processing and packaging. Inspection records shall be complete and made available to USDA, as requested, to assure contract compliance.

842 **Procedures** – The inspection and checkloading shall be performed by the AMS Grader. Procedures to be followed and a schedule of fees for these services may be obtained by contacting the nearest QAD field office or the Director of QAD, LPS Program, AMS, USDA, 1400 Independence Avenue, Room 3953-S, STOP 0258, Washington, DC 20250-0258, telephone (202) 690-3147. The quality, quantity, weight, packaging, packing, and checkloading of the commodity shall be evidenced by certificates issued by the AMS Grader. The contractor shall not ship the commodity unless informed by the AMS Grader that the designated commodity to be shipped meets the requirements of the AMS Master Solicitation of Commodity Procurements, Solicitation, and this FPPS.

900 **PALLETIZED UNIT LOADS**

910 All products shall be stacked on new or well-maintained pallets and palletized with shrink wrap plastic, unless otherwise specified in the Solicitation. Pallet loads shall be stacked in a manner that minimizes the overhang of the shipping containers over the edges of the pallets and exposes each shipping container's principal display panel to facilitate certification examinations.

920 **Size and Style of Container** – Only one size and style of shipping container shall be used in any one delivery unit.

1000 **SHIPMENT AND DELIVERY**

1010 **Shipment and Delivery** – Refer to the current AMS Master Solicitation of Commodity Procurements.

1011 In addition, the contractor shall adhere to the following provisions:

1011.1 Each shipping container shall be identified with a USDA Contract Compliance stamp with the applicable certificate number. An AMS Grader, or other authorized personnel under the supervision of the AMS Grader, shall stamp one end of each shipping container prior to shipment. If there is inadequate space available on

either end of the shipping container, the stamp may be applied to a side of the container.

- 1012 A copy of the original USDA Poultry Grading Certificate issued at time of checkloading shall accompany each shipment.
- 1012.1 Railcar or Piggyback – If shipment is by rail or piggyback, the certificate shall be placed in the railcar or trailer for easy access to the Grader, warehouseman, or consignee, as applicable.
- 1012.2 Trucks – If shipment is by truck, the driver shall, upon delivery, give the certificate to the Grader, warehouseman, or consignee, as applicable.
- 1020 Loading and Sealing of Vehicles
- 1021 Refer to the current AMS Master Solicitation for Commodity Procurements.
- 1030 Delivery Notification
- 1031 Refer to the current AMS Master Solicitation for Commodity Procurements.
- 1040 Split Deliveries
- 1041 Refer to the current AMS Master Solicitation for Commodity Procurements.
- 1100 DESTINATION EXAMINATION**
- 1110 The cost of a destination examination, before or after delivery, by an AMS Grader on accepted product shall be for the account of USDA. Costs for destination examinations of rejected delivery units shall be for the account of the contractor. The origin AMS Grader shall make arrangements for destination examination prior to delivery.
- 1111 Commodity Requirements – Before acceptance by consignee, the commodity may be examined by an AMS Grader on a spot-check basis for temperature, condition, identity, and when applicable, count. The commodity may be examined for conformance to contract provisions at any time required by the Contracting Officer.
- 1112 Temperature – The commodity shall arrive at destination at an average internal product temperature not to exceed 10 °F (-12.2 °C) with no individual temperature exceeding 15 °F (-9.4 °C).

1200 PRODUCT ASSURANCE AND COMPLAINT RESOLUTION

1210 Product Assurance – The Contractor shall guarantee that the product complies with all FPPS requirements and provisions set forth in the AMS Master Solicitation of Commodity Procurements and Solicitation.

1220 Complaint Resolution – Customer complaint resolution procedures shall be the responsibility of the Contractor. These procedures shall include: a point of contact, investigation steps, intent to cooperate with AMS, and product replacement or monetary compensation. The procedures shall be used to resolve product complaints from recipient agencies or AMS.

**TABLE 1
Organoleptic Requirements and Defects for Dices**

<p>Organoleptic Requirements (meat):</p> <p>Organoleptic Requirements (dices):</p>	<p>The meat shall be free of rancidity to include: fruity, sulfide-like, cardboardy, tallowy, oily, metallic, chlorine-like, other foreign or off-odors. The meat shall show no evidence of mishandling or deterioration and have a bright color and show no evidence of dehydration and thawing.</p> <p>The dices shall be free of foreign materials (e.g., glass, paper, rubber, plastic, metal) and odors which are not characteristic of properly cooked and handled chicken meat; for example, rancid, metallic, cardboardy, stale, sour, or scorched.</p>
<p>Defects for Bone:</p>	<p>The presence of bone or bone-like material greater than 0.40 inch (1.02 cm). (584.2.1).</p> <p>The presence of bone or bone-like material less than 0.40 inch (1.02 cm). (584.2.2)</p>
<p>Defects for Other:</p>	<ol style="list-style-type: none"> 1. Cartilage (gristle), tendon or tendinous material, ligament or ligamentous material that is soft-like in texture and extends or is greater than 0.40 inch (1.02 cm). 2. Dark-colored (due to blood) artery or vein greater than 0.30 inch (0.76 cm) in length. 3. Bruises or blood clots which exceed an area equivalent to a circle with a diameter of 0.25 inch (0.64 cm). 4. An aggregate area of all discolorations with moderate intensity which exceeds an area equivalent to a circle with a diameter of 0.50 inch (1.27 cm). 5. An aggregate area of skin greater than 1 square inch (6.45 cm²).