

**FEDERAL PURCHASE
PROGRAM SPECIFICATION
(FPPS) FOR OVEN-ROASTED
8-PIECE CUT-UP CHICKEN**

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

Supersedes: FPPS Oven Roasted 8-Piece Cut-Up Chicken
February 2016 – Changes from previous requirements in
[blue](#)

Effective: [July 2017](#)

100 ITEM DESCRIPTION

- 110 Oven-Roasted Chicken (110080) – Frozen oven-roasted cut-up chicken (8 pieces - breasts, thighs, drumsticks, and wings) produced from ready-to-cook broiler/fryer chicken carcasses without neck and giblets, weighing 2.50 to [4.30](#) pounds. The commodity is packaged in a minimum of three plastic-film bags and packed approximately 30 pounds net weight in each shipping container. A purchase unit consists of 36,000 pounds.

200 APPLICABLE DOCUMENTS

- 210 The following documents are incorporated as part of this USDA, AMS, FSCS Division FPPS – Oven-Roasted 8-Piece Cut-Up Chicken – [July 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 of Commodity Procurements.

320 Food Defense – Refer to the current AMS Master Solicitation of Commodity Procurements.

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 90 days prior to the first day of the delivery period.

540 Class and Style – The commodity shall be prepared from freshly harvested chickens (broiler/fryers, AMS 70.200 *et seq.*). Individual parts from ready-to-cook chickens shall conform to the definitions and standards in AMS 70.201 and 70.210.

550 U.S. Grade – Oven-roasted 8-piece cut-up chicken shall be produced from ready-to-cook chicken [that is](#) U.S. Grade A and in accordance with 7 CFR § 70 and AMS 70.200 *et seq.* Grading shall be under the supervision of an AMS Grader using the LPS Program's Sample Plan Level 1 (SPL-1).

560 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 for Poultry (AMS 70.200 *et seq.*). Grading shall be under the supervision of an AMS Grader using LPS Program's Sample Plan Level 1 (SPL-1). The AMS Grader shall be responsible for certification of compliance with the requirements of this FPPS for ready-to-cook cut-up chickens; marinating and cooking of cut-up chicken parts; packaging and packing; freezing; labeling and marking; net weight; and checkloading.

561 AMS Certification – USDA/AMS, LPS Program's QAD field office or the Director of the QAD, LPS Program, AMS, USDA, Room 3953-S, STOP 0258, 1400 Independence Avenue, SW, Washington, DC 20250-0258, telephone (202) 720-3271.

- 562 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 QAD 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.
- 563 Lot Definition – A lot is the amount of packaged commodity produced during a processing shift.
- 570 Chicken from Other Plants – Chilled chicken or chicken parts may be transferred or obtained from other processing plants, provided [it](#):
- 570.1 [Has](#) been processed, handled, and identified in accordance with this FPPS; and
- 570.2 [Complies](#) with the freshly harvested, organoleptic, temperature, and other applicable requirements of this FPPS as evidenced by USDA certification.
- 571 Type, class, and specific name of [the](#) product, or grade; date harvested; [as](#) applicable; and USDA-assigned plant number shall be shown on each shipping container.
- 572 The chilled chicken and chicken parts shall be at an internal product temperature not higher than 40 °F (4.4 °C) and not lower than 26 °F (-3.3 °C) when shipped from the origin plant, [during transit](#), and when received at the destination plant.
- 573 [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.](#)
- 574 Organoleptic Requirements – The chilled ready-to-cook chicken and chicken parts used to produce cooked chicken parts shall be examined on a continuous basis for the following organoleptic requirements: chilled chicken and chicken parts shall be free of rancidity; free of fruity, sulfide-like, cardboardy, tallowy, oily, metallic, chlorine-like, or other foreign and off-odors; free of foreign materials (e.g., glass, paper, rubber, plastic, wood, metal); shall show no evidence of mishandling or deterioration; and shall have a bright color and show no evidence of dehydration or freezing and thawing.
- 580 [Weight Requirements](#)
- 581 [Carcasses shall be examined prior](#) to cutting into individual parts [with the individual](#) weight requirements. A sample of 10 carcasses shall be randomly drawn and weighed.
- 582 The frequency of sampling shall be according to LPS Program's Sample Plan Level 2 (SPL-2).

- 590 Ready-to-cook whole chickens shall be cut into eight pieces. Two breast pieces with back portions, two wings, two drumsticks, and two thighs with back portions. The ready-to-cook parts shall comply with the grade criteria. Clips, tags, or bands shall not be attached to the parts. The neck shall be separated from its junction with the body of the carcass. Separation of the wings and thighs from the carcass and separation of the drumsticks from the thighs shall be accomplished at the joints or separation points described in AMS 70.210. All cuts shall be in a neat manner without mutilation of adjacent muscle and/or bone, and without producing bone splinters, and may be made by mechanical means.
- 5000 Marinating – Ready-to-cook chicken parts shall be marinated in a solution of water, seasoning, and sodium/potassium phosphates before cooking. Marination shall be at no more than 15 percent of the weight of cut-up chicken.
- | | |
|-------------------|---------------|
| Water (minimum) | 88.75 percent |
| Seasoning (up to) | 8.00 percent |
| Phosphate (up to) | 3.25 percent |
- 5010 Soy and gluten are not allowed.
- 5020 Percent Marinade – Marinated chicken parts shall be sampled and weighed to calculate the percentage of marinade pick-up in accordance with LPS Program's sampling procedures.
- 5030 Glazing – Marinated chicken parts shall be glazed with the following glazing mixture up to a maximum of 5 percent pick-up. Glazed chicken parts shall be sampled and weighed to calculate the percentage of glaze pick-up in accordance with LPS Program's sampling procedures.
- | | |
|-------------|---------------|
| Water | 90.90 percent |
| Glazing Mix | 9.10 percent |
- 5031 Soy and gluten are not allowed.
- 5040 Oven Roasting – Marinated and glazed chicken parts shall be cooked to an internal temperature of 165 °F (73.9 °C) or higher.
- 5050 Organoleptic Requirements
- 5051 A sample of 10 cooked chicken parts shall be examined for organoleptic requirements (Table 1).
- 5052 The frequency of sampling and the number of defects allowed shall be those outlined in LPS Program's SPL-2.
- 5060 Sodium Requirement – No more than 200 mg per 2-ounce (56 grams) serving as

evidenced by the nutritional labeling.

5070 Freezing

5071 Individually frozen commodity exiting an in-line chilling/freezing system shall be packaged, packed 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.

5080 Metal Detection – All product shall be free of metal contaminants. Detection of stainless steel, ferrous, and non-ferrous (e.g., lead, copper, and aluminum) metals is required. Compliance with metal detection shall be determined in accordance with QAD Instruction 609 – Metal Detection.

5090 Equipment – All equipment used to produce chicken products for USDA shall be maintained and routinely checked for optimal performance.

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 commodity, shall be safe for use in contact with food products (cannot adulterate product or be injurious to health), and shall be tamper-evident. Tamper-evident is defined as packaging or 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 and/or packing the commodity shall be a polyethylene-film bag with a wall thickness of not less than 2 mil (0.002 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 QAD. 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(s) 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 commodity into the shipping containers.
- 640 Packaging – The plastic-film 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 – Minimum of three plastic-film bags in each shipping container.
- 660 Packing Tolerances
- 661 Individual Shipping Containers – Cooked chicken parts or pieces (breast portions, thighs with back portions, drumsticks, and wings) in an individual shipping container must be proportional in number and kind to those found in a whole chicken. The parts may either be packaged in natural proportion in each individual bag or by part in each individual bag. The method used by the contractor shall be approved by QAD.
- 662 Thighs, Drumsticks, Breast Pieces and Wings – In a shipping container, the difference between the part having the least pieces and the part having the most pieces shall not be more than four. The wings shall not exceed the number of pieces of the other parts (breast pieces, thighs, or drumsticks) in the shipping container having the greatest number of pieces.
- 662.1 Example – A shipping container has 28 breast pieces, 31 thighs, 30 drumsticks, and 32 wings. In this example, the thighs, drumsticks, and breast pieces are within the permitted range of 4, but since the wings exceed the number of pieces of the other parts with the greatest number of pieces in the shipping container (32 wings exceed 31 thighs), the product does not meet requirements.
- 662.2 As an alternative, parts may be packed in individual bags as long as the piece tolerance in Section 662 is met.
- 662.2.1 Example – A shipping container has a 13-lb bag of breast pieces, 9-lb bag of thighs, 4.5-lb bag of drumsticks, and 3.5-lb bag of wings. In this example, bag weight is being utilized to meet the piece count tolerance. As long as the piece count tolerance is being met, and QAD approves the method, it is an acceptable process.

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 or USDA labeling shall be used. When commercial or USDA labeling is selected, both the packages and shipping containers within a purchase unit shall be labeled in that format. The contractor shall use the same label format (either commercial or USDA) within a purchase unit.

720 Commercial Labeling Requirements

721 Commercially labeled packages and shipping containers shall be labeled in accordance with FSIS requirements. Labeling shall require approval by FSIS prior to acceptance for use under this FPPS.

722 Commercial labels shall be the processor's own commercial labels.

723 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 alphanumeric code may be used for information that is in addition to FSIS labeling requirements. The required product identification and record system, including traceability and coding system, shall be reviewed by USDA/AMS before production begins for the contract(s).

724 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>

730 USDA Labeling Requirements

- 731 When USDA labeling is used, any deviations from the USDA labeling requirements in this FPPS shall be approved by the Contracting Officer, in writing, prior to start of production. Labeling and marking of the commodity shall be in accordance with this FPPS.
- 732 Labeling and marking information shall be water-fast, non-smearing, of a contrasting color, clear, and readable.
- 733 USDA Labeled Shipping Containers [Requirements](#)
- 733.1 Labeling and marking information shall be preprinted, stamped, or stenciled on each shipping container; or printed on a self-adhesive label and applied to each shipping container. This information, in essentially the same layout, is provided in **EXHIBITS 1 and 2**.
- 733.2 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) for any product which contains milk, eggs, fish, crustacean shellfish, tree nuts, peanuts, soy or wheat; e.g. Allergen: This product contains _____.
- 733.3 Universal Product Code [bar \(UPC\)](#)
- 733.3.1 A Universal Product Code (UPC), symbol and code, called Interleaved 2 of 5 (I 2/5), shall appear on each shipping container. The complete code, including the check digit, shall be printed in machine-readable and human-readable form. The start and stop indicators shall be included in the bar codes. Printing, readability, and scanability of the bar code shall be in accordance with UPC guidelines published by GS1 US, Princeton Pike Corporate Center, 1009 Lenox Drive, Suite 202, Lawrenceville, NJ 08648. [\(609\) 620-0200](#).
- 733.3.2 The contractor shall use the code furnished by USDA. USDA has acquired a unique manufacturer's identification number for the commodity purchase programs and shall use a unique item code number for Oven-Roasted 8-Piece Cut-Up Chicken purchased under this FPPS. The Contractor need not join GS1 US.
- 733.3.3 The 14-digit UPC code for shipping containers of oven-roasted 8-piece cut-up chicken is: 1 07 15001 10080 1.
- 733.3.4 The UPC code shall be placed in the lower right-hand corner of the principal display panel of each shipping container.
- 734 Recycle Symbol and Statement – The Contractor shall place somewhere on the surface of each recyclable shipping container the recycle symbol shown in

EXHIBIT 3. The statement "PLEASE RECYCLE" is to be placed under the symbol. The recycle symbol and statement shall be legibly printed in permanent ink.

- 735 Inventory Control Information – The processor may use any additional information (including bar codes) for processor inventory control purposes. This information may be applied somewhere on the surface of the shipping container, but **shall** not cover or conflict with the labeling requirements of this FPPS.
- 736 Shipping containers or labels with incorrect contract number, plant number, net weight, date packed, shall be corrected before they are used. The incorrect information shall be blocked out and the correct information legibly printed, stamped, or stenciled in permanent ink. Additionally, the name, address, and phone number of the processor shall appear on each shipping container.
- 740 Unacceptable Labeling
- 741 Commercial labels that do not have a processor traceability system and code.
- 742 Commercial labeling traceability coding and systems that have not been reviewed by a representative of LPS Program, QA Division.
- 743 Distributor Commercial Labels
- 744 Two or more different commercial labels in the same purchase unit.
- 745 Commercial labels and USDA labels in the same purchase unit.
- 750 Free Along Side (FAS) Vessel Deliveries
- 751 FAS vessel deliveries that are not source loaded in a refrigerated 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 pallet.
- 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, or permit dehydration or freezer burn, or quality deterioration during storage, such as tears, holes, or improperly sealed or closed packages.
- 820 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.
- 830 **Purchase or Delivery Unit – Each** delivery unit shall total 36,000 pounds net, or

multiples thereof.

- 831 Each delivery unit shall be examined for compliance with the net weight requirements at time of checkloading.
- 832 The tare weight of all packing materials shall be determined by weighing a representative sample of all packaging components such as plastic-film bags and fiberboard containers.
- 833 Fifteen (15) shipping containers shall be selected at random from a delivery unit to determine net weight. The total net weight of the 15 shipping containers shall be equal to or greater than 450 pounds (204.12 kg).
- 834 If the total net weight is less than 450 pounds (204.12 kg), but greater than or equal to 445.50 pounds (202.08 kg), the delivery unit with the following average net weight per container shall be accepted at the corresponding discount:

Average Test Net Weight per Container		
<u>Less Than</u>	<u>But Not Less Than</u>	<u>Contract Price Discount</u>
30.00 pounds (13.61 kg)	29.70 pounds (13.47 kg)	1.0%
29.70 pounds (13.47 kg)	--	Unacceptable

- 835 Payments shall be made on the actual quantity delivered. All price adjustments shall be based on a delivery unit.
- 836 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 of less than 29.70 pounds (13.47 kg), the delivery unit shall be rejected.
- 837 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 his/her designee) shall determine that the facilities and procedures are in accordance with the applicable LPS Program's instructions for this FPPS.
- 840 Loading and Shipping Frozen Commodity
- 841 Internal Product Temperature
- 841.1 **Frozen –** 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.

842 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 [USDA, AMS](#), LPS Program's instructions for this FPPS.

850 Inspection and Checkloading

851 Requirements – Inspection for contract compliance shall be made by a USDA representative, in accordance with 7 CFR § 70, FSIS regulatory requirements, 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.

852 Procedures – The inspection and checkloading shall be performed by an [AMS](#) Grader. Procedures to be followed and a schedule of fees for these services may be obtained by contacting the nearest QA Division field office or the Director of QA Division, LPS Program, AMS, USDA, Room 3953-S, STOP 0258, 1400 Independence Avenue, SW, Washington, D.C. 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.

1011.2 A copy of the original USDA Poultry Products Grading Certificate issued at time of checkloading shall accompany each shipment.

1012.2.1 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.

1012.2.2 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 of Commodity Procurements.

1030 Delivery Notification

1031 Refer to the current AMS Master Solicitation of Commodity Procurements.

1040 Split Deliveries

1041 Refer to the current AMS Master Solicitation of Commodity Procurements.

1100 DESTINATION EXAMINATION

1110 The cost of a destination examination, before or after delivery, by a 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 Grader shall make arrangements for destination examination prior to delivery.

1111 Commodity Requirements – Before acceptance by consignee, the commodity may be examined by a 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.
- 1211 Waiver Requests – Contractor shall submit all waiver requests directly to the Commodity Procurements Staff (CPS) Contracting Officer for review and determination. A full list of CPS contacts can be found at:

<https://www.ams.usda.gov/sites/default/files/media/AMS%20Commodity%20Procurement%20Staff%20Contact%20List.pdf>
- 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
Oven-Roasted 8-Piece Cut-Up Chicken**

Organoleptic Requirements - Examined After Cooking:	<p>Criteria: Meat shall be free of: rancidity; foreign materials (e.g., glass, paper, rubber, plastic, metal); and metallic, overcooked, burnt, scorched, bitter, stale, fruity, beany, oily, soapy, or other odors foreign to properly prepared and cooked chicken.</p> <p>Meat shall not be undercooked; that is, shall meet the following criteria:</p> <p>(1) Breast portions and drumsticks cooked until juices (fluid and moisture) around bones and in muscle tissue are clear in color.</p> <p>(2) Thigh portion cooked until: (a) blood in the femoral blood vessels along thigh bone is coagulated and (b) muscle fibers adjacent to thigh bone can be easily separated (pulled apart) with a fork.</p> <p>Meat shall not be dry or overcooked:</p> <p>(1) Lacking moistness or devoid of moisture.</p> <p>(2) Muscle fibers shrunk to where they have a stringy texture.</p> <p>(3) Surfaces of meat dehydrated and tough.</p> <p>(4) Meat on cooked breast portions or thigh portions shrunk to the extent that meat is pulled away from the bone or the muscles are separated from each other.</p>
8-Piece Cut-Up Chicken Examined After Cooking:	<p align="center">Defects</p> <p>A defect is when the meat is shrunk to the extent that the meat is pulled away from the bone or drawn up on the bone exposing the bone, or muscles of the meat are separated from each other.</p>
Color Examined After Parts Exit Final Cooking Step:	<p>Any cooked chicken part with a color lighter than or darker than the tolerance shown in Livestock, Poultry and Seed Program's color control guidelines for Oven-Roasted Chicken.</p>

EXHIBIT 1

USDA Labeled Shipping Containers

Marking Information: Shipping containers may be marked substantially as shown below. Detailed USDA labeling information is provided in Exhibit 2. Markings shall be legibly preprinted, stamped, stenciled on containers, or printed on a separate self-adhesive label applied to containers. The USDA symbol (EXHIBIT 4) is to be a minimum of 2.25 inches (5.72 cm) in height and may be printed on the top panel or the principal display panel. The processor's name, address, and phone number may be printed on the top panel or the principal display panel. The processor's name and address may indicate the individual processing plant, the company headquarters, or the company address and phone number that handles product complaints.

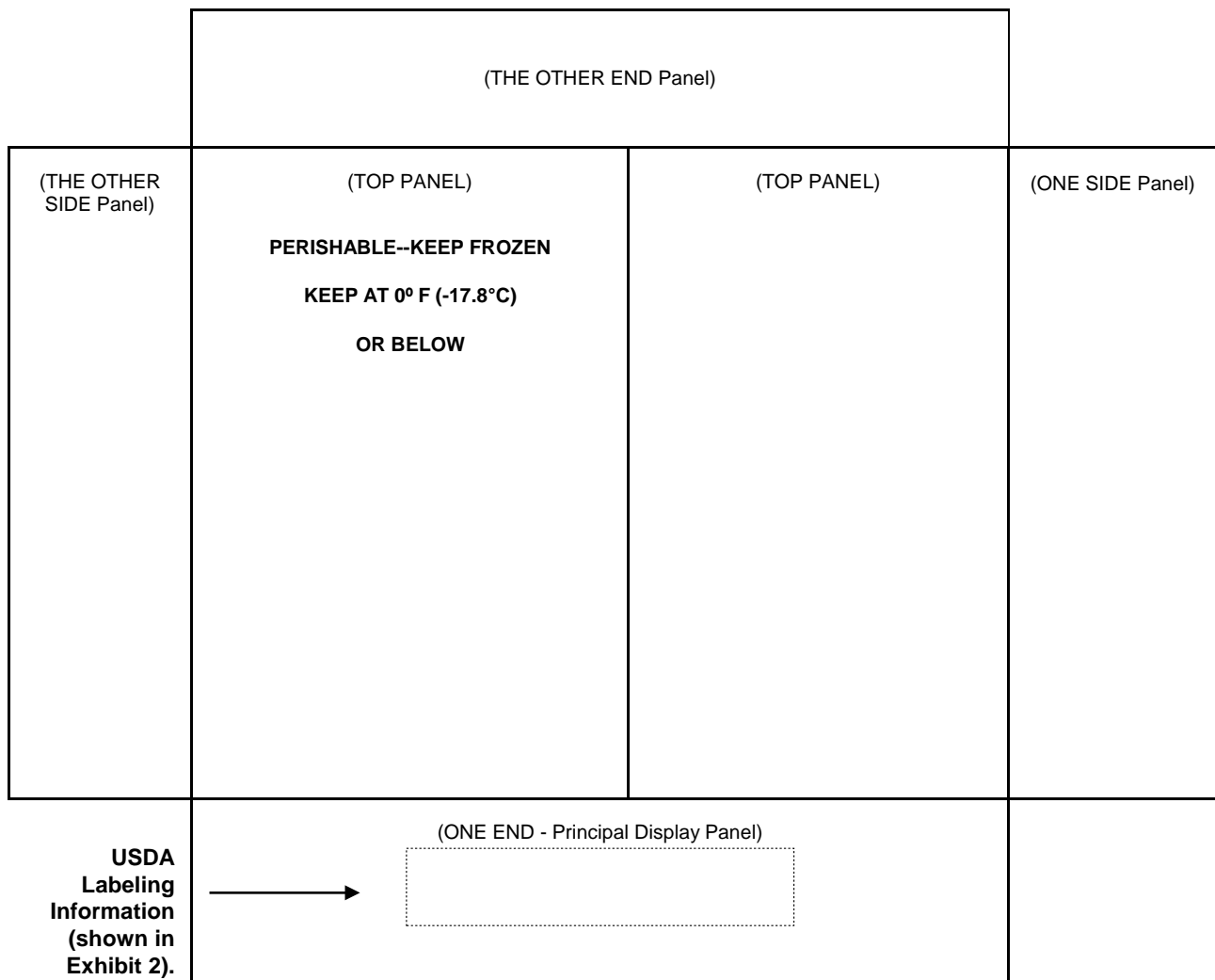


EXHIBIT 2
USDA Labeling Information for
Frozen Oven-Roasted 8-Piece Cut-up Chicken

Marking Information: USDA labeling information **shall** be printed on the principal display panel of each shipping container as provided in Exhibit 1. Markings shall be legibly preprinted, stamped, stenciled on containers, or printed on a separate self-adhesive label applied to containers. The UPC symbol and code **shall** be shown in the lower right-hand corner of the principal display panel. The USDA symbol (EXHIBIT 4) **shall** be a minimum of 2.25 inches (5.72 cm) in height and may be printed on the top panel or the principal display panel. The processor's name, address, and phone number may be printed on the top panel or the principal display panel. The processor's name and address may indicate the individual processing plant, the company headquarters, or the company address and phone number that handles product complaints.



FROZEN OVEN-ROASTED
8-PIECE CUT-UP CHICKEN

Ingredients:

(Food Allergen Statement,
Shall Must Be Placed Here)

Processor's
Name, Address, and Phone

Nutrition Facts Label
Shall Be Placed Here

KEEP FROZEN

 Net Weight
30 LBS. (13.61 KG)

DATE PACKED Month, Day, and
Year

UPC Symbol and Code

EXHIBIT 3
“Please Recycle” Symbol and Statement



**PLEASE
RECYCLE**

USDA SYMBOL

