



SUPPLEMENT 509 TO AMS MASTER SOLICITATION

JUNE 2011

**PURCHASE OF FROZEN, ALASKA POLLOCK BLOCKS
FOR FURTHER PROCESSING FOR DISTRIBUTION TO
CHILD NUTRITION AND OTHER FEDERAL FOOD AND NUTRITION PROGRAMS**

This document provides additional USDA requirements and specifications for the purchase of frozen, Alaska Pollock blocks described in the attached References to the Applicable Bid and Contract Provisions (Exhibit A). In addition to product descriptions, this exhibit also provides information on the applicable Item Description and Checklist of Requirements (IDCR) for Once-Frozen Alaska Pollock Blocks effective November 2009 (Attachment I).

I. INSTRUCTIONS TO POTENTIAL BIDDERS

A. The frozen, Alaska Pollock blocks will be purchased on a competitive bid basis from suppliers who have met the requirements described in Section I.B. Interested suppliers may submit a technical proposal(s) at any time during this purchase program. Suppliers should allow 10 working days from receipt of technical proposal by USDA for notification of the results of the evaluation of the technical proposal(s) from the Contracting Officer. A supplier is deemed eligible to bid after notification by the Contracting Officer.

B. The frozen, Alaska Pollock blocks will be purchased on a competitive bid basis from suppliers who are operating in accordance with the applicable Food and Drug Administrative (FDA) regulations and under the Department of Commerce (DOC), National Marine Fisheries Service (NMFS) Type I inspection, which may include Integrated Quality Assurance (IQA) or Hazard Analysis Critical Control Point (HACCP) Quality Management Program (HACCP-QMP).

Submission of a technical proposal(s) is not binding on USDA. Actual purchases will be on a competitive bid basis as described in the Master Solicitation, this Supplement, and separately issued Invitations for Bid (IFB).

C. Documentation and Assessment Requirements

To become an eligible supplier, the following must be submitted to the Contracting Officer, Agricultural Marketing Service, U.S. Department of Agriculture, Room 3524-South Building, 1400 Independence Avenue, SW., Washington, D.C. 20250, for evaluation and approval prior to bidding:

- a. Technical Proposal Requirement:
- 1) Include a detailed description of the frozen, Alaska Pollock block and each of the production steps that are taken to meet or exceed the minimum product requirements set forth in the applicable IDCR. (Plan/Do)
 - 2) Describe all the quality assurance methods used to verify conformance to all requirements. This will include the monitoring and measurements taken during the process to verify conformance with each requirement. All measurement results shall be recorded and made available to AMS and/or Department of Commerce (DOC). (Check)
 - 3) Identify all corrective actions to be taken if deviations from contractual and specification requirements occur during production, and all preventative actions to be taken to preclude a reoccurrence. (Act)
 - 4) The technical proposal shall follow the format as describe in Section III. Technical Proposal format. Offeror's proposal should be brief and concise.
 - 5) The technical proposal shall be preceded by the following, as required by the template:
 - a) Table of Contents listing the major areas as they appear in the technical proposal template; and
 - b) List of attachments, forms provided with the proposal, if appropriate.
 - 6) The technical proposal should be written in the following format:
 - a) Plan and Do - A description of the planning and production steps taken to meet each requirement.
 - b) Check - Describes all the quality assurance methods that will be used to verify conformances to each requirement. This will include the monitoring and measurement taken during the process (all measurements results shall be recorded and made available to AMS and/or DOC upon request).
 - c) Act - Identifies all corrective actions to be taken if deviations from contractual and specification requirements occur during production and all preventative actions taken to preclude reoccurrences.

The Contracting Officer Technical Representative (COTR) will review each technical proposal to determine if they are adequate. The Contracting Officer will notify the supplier of the status of their technical proposal.

Once a supplier is notified by the Contracting Officer that the technical proposal meets the applicable criteria, the [Grading and Verification Division \(GVD\)](#) will contact the supplier to set up a pre-award onsite capability assessment.

For those suppliers who are approved and remain eligible as determined by the Contracting Office to submit offers, the pre-award assessment audit may be waived provided new or revised USDA program requirements are met. The contractor's technical proposal must address all program requirements, including any revisions and be submitted and approved by Contracting Officer in advance of submitting offers.

- b. Assessment by the [GVD](#)

After the technical proposal(s) is evaluated and approved, an [GVD](#) auditor will perform an onsite assessment of the facility(s), processes, food defense plan, and

quality control program used to produce the product(s) to determine the supplier's ability to meet contractual requirements. The following assessments will apply:

1) Pre-Award Onsite Capability Assessment

1) Pre-Award Onsite Assessment Audit

The pre-award onsite assessment (audit) will include, but is not limited to, a thorough evaluation of the potential contractors' and subcontractors' facility(s), processes, food defense plan, quality control program, equipment, procedures, and the appropriate documents and forms used during the production of the frozen Alaska Pollock block. Documentation must support: 1) the production of the frozen Alaska Pollock block that complies with the applicable IDCR and the potential contractor's approved technical proposal, and 2) the contractor's or subcontractor's food defense plan. In addition, the audit will consist of the review of records related to purchasing, receiving, production, quality control, inventory and shipping records, and interviews with management and production personnel.

Upon completion of the onsite capability assessment, the auditor will provide a report to the Contracting Officer for final review. After the supplier has satisfactorily completed the pre-award onsite capability assessment, the supplier will receive written notification from the Contracting Officer of their eligibility to bid.

If the report demonstrates that the technical proposal or food defense plan is inadequate, the applicant will be notified by the Contracting Officer that they are ineligible to bid. The applicant will have an opportunity to correct identified deficiencies, modify their process, food defense plan, and/or technical proposal, and resubmit for further consideration. Eligibility will depend on whether the modifications demonstrate that: 1) the process is capable of delivering frozen Alaska Pollock block in compliance with the applicable IDCR, 2) they are in compliance with their food defense plan, 3) includes the applicable assessment by USDA, and 4) they comply with other applicable contractual requirements.

2) Post-Award Assessment

Eligible suppliers who receive contracts must have their documented food defense plan, technical proposals, and supporting documentation readily available for review by the COTR or AMS agents. Records may be maintained on hard copy or electronic media. However, records maintained as electronic media will be made available in printed form immediately upon request by AMS or its agents.

The [GVD](#) will conduct an onsite audit of the contractor's and subcontractor's facility(s) and processes when production commences for the first contract awarded. Additional audits will be conducted as determined by the Contracting Officer, but not less than once per month for contractors or subcontractors with continuous or multiple contracts,

or once per contract for intermittent contractors. At the discretion of the Contracting Officer, more frequent audits may be conducted when audit deficiencies are detected.

3) Post-Award Actions

Any deviation from contractual requirements will be immediately reported by the contractor to the Contracting Officer. The Contracting Officer will notify the contractor regarding eligibility to continue to participate as a contractor.

Contractor will assure that the delivered product complies with the provisions of the applicable IDCR, the applicable assessment by USDA, and the contractor's technical proposal approved by the Contracting Officer.

Once a supplier is eligible to bid, the [supplier must follow instructions stated in the AMS Master Solicitation](#).

D. Responsibility/Eligibility

Facilities used in fulfilling USDA contracts must be operating in accordance with the applicable Food and Drug Administration (FDA) regulations and under the DOC, National Marine Fisheries Service (NMFS) inspection which may include Type I, Integrated Quality Assurance (IQA) or Hazard Analysis Critical Control Point (HACCP) Quality Management Program (HACCP-QMP).

Subcontractors or suppliers of frozen Alaska Pollock blocks are: (1) ineligible if they are currently delivering late on USDA contracts, or USDA-approved subcontracts and late delivery is not due to causes beyond their control; and (2) nonresponsible if they are not operating in accordance with the applicable FDA regulations and under the DOC, NMFS inspection which may include Type I, IQA, or HACCP-QMP, or have been suspended or debarred under the provisions of 48 C.F.R. Subpart 9.4

E. Loading and Sealing of Vehicles ([AMS Master Solicitation Section G.](#))

Loading of the vehicle may also be conducted by a person authorized in a contractor's approved technical proposal.

F. Domestic Requirements

The contractor agrees to include this domestic origin certification clause in its entirety in all subcontracts for fresh and frozen Alaska Pollock or Alaska Pollock products used in fulfilling any contracts awarded under this Supplement and Master Solicitation. The burden of proof of compliance is on the Contractor. All raw materials including Alaska Pollock will be shipped in containers labeled as "Domestic Only Product" on the principle display panel and the bill of lading accompanying the shipment will contain the statement "Domestic Only Product."

Prior to performance on USDA contracts or subcontracts, contractors, and Alaska Pollock subcontractors must obtain approval of its domestic product program from the NMFS.

The contractor must ensure that the Contractor and any subcontractor(s) maintain records including, but not limited to, landing vessels, invoices, production and inventory records evidencing product origin, and will make such records available for review by the Government in accordance with FAR 52.214-26.

II. SUBMISSION OF OFFERS

The following Item will be included in the attribute section of the offer submitted in [Web Based Supply Chain Management \(WBSCM\)](#). (See Exhibit 2 of the Master Solicitation).

Offeror certifies that all products conform with the applicable Item Description and Checklist of Requirements and no changes to the production process or technical proposal have occurred without proper approval by the Contracting Officer.

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III. INSTRUCTIONS FOR SUBMISSION OF TECHNICAL PROPOSAL

The following procedures establish the acceptable minimum requirements for the format and content of the proposals:

- A. The Government has provided a technical proposal format which is to be used in preparing the technical proposal (see **Exhibit B**). The offeror shall submit technical proposal in both hard copies and an electronic format through the company’s external portal site maintained by the Livestock and Seed Division (see **Exhibit C** for instructions to obtain an external portal site). The technical proposal shall be saved in the portable document file (PDF) format. This format and electronic form provided will aid in the evaluation of the technical proposal.
- B. Offers must upload the electronic PDF document by the same individual that signed the original paper copy of the technical proposal. By signing both the technical proposal and uploading the document in the company’s external portal site, this individual will be attesting to the data in both formats being identical. The technical proposal must be submitted by an authorized agent of the company.
- C. The offeror will submit the appropriate number of copies as stated in the table below:

Description	Number of Hard Copies	Electronic Document
Technical proposal 1. 8 ½” x 11” White Paper; 2. One sided-single spaced, (12 point font); 3. Proposal is to be provided in protected document holder; and 4. Proposal submitted with all capital letters will be returned to offeror without further review.	1 Original	Uploaded in company’s external portal site

- D. While it is not the desire of the Government to penalize an offeror for noncompliance with formatting instructions, technical evaluators may have difficulty evaluating the technical proposal

to the fullest extent possible if the proposal is not presented in the proper format. Technical evaluators will not be required to search other subsections or sections of the offeror's technical proposal for information requested for evaluation.

Note: All hard copies shall be mailed to the Contracting Officer at the address stated in the Section I.B.

E. Technical Proposal Revisions

Changes to an offeror's technical proposal may be submitted based on the Government's Amendments, Clarification Request, pre-award and post-award assessments, monitoring program, or at the request of the offeror. Maintenance of the integrity and clarity of each technical proposal is critical. All technical proposal revisions must meet the following criteria:

1. Any changes to a technical proposal made by the offeror after its initial submittal shall be accomplished by submitting replacement pages or an entire technical proposal package. A cover letter must be submitted with the changes identified and an explanation of the need for the change. The offeror shall include the revision date and the appropriate page number(s).
2. Changes must be submitted in the same number of copies as the initial technical proposal and must have the same information provided electronically. The revised electronic PDF format should contain only the pages that are being changed. Additional pages should be numbered using a page number suffix (e.g. 1.1, 1.2, 1.a., 1.b).
3. Submit changes to the technical proposals as a complete page change for each page on which a change occurs. Changes from the original page shall be on blue colored paper and the changes in text shall be **highlighted** or **bolded** and deletions in ~~strikeouts~~.

Note: Revisions to the approved technical proposal may be submitted by electronic (PDF) format in their external portal site and provide an e-mail notification to the Contracting Officer. Hard copies of the changes must be mailed to the Contracting Officer at the address stated in Section I.B.

IV. PRODUCT SPECIFICATIONS AND AUDIT SERVICES

- A. Specifications for frozen, Alaska Pollock blocks will be set forth in the IDCR. If documents are amended, appropriate amendments must be referenced.
- B. Compliance with processing requirements as described in the applicable IDCR and contractor's/subcontractor's process documentation and quality control program will be verified through audits by AMS agents. The cost of all audits, including the pre-award, onsite assessment, must be borne by the contractor.
- C. Compliance with the Code of Federal Regulations 50, Part 260 must be under DOC, NMFS. The cost of all inspection service must be borne by the Contractor. Questions concerning charges and the availability of NMFS agents should be discussed with the nearest NMFS office (See Section VIII).

- D. Questions concerning AMS auditors should be discussed with the [GV Division, Deputy Director on \(202\) 669-5252](#) or [Program Manager on \(202\) 309-1506](#).

V. INVOICES AND PAYMENT

In addition to the referenced payment documents in the Master Solicitation, please include a copy of the Contractor's Certificate of Conformance; (see Exhibit D).

[Purchases of the materials under this supplement require that a "three-way match" must be completed in WBSCM, i.e., Purchase Order \(PO\), Good Receipt, and Invoice with supporting documents attached.](#)

VI. AMS CLAUSES

A. Contractor Checkloading

Contractor will perform checkloading examinations as described in the applicable specification at the time of shipment and issue contractor's certificate to accompany each shipment that includes all of the following information:

1. [Purchase Order](#) Number;
2. [Sales Order](#) Number;
3. Name of product;
4. Shipping Date;
5. Production lot number(s) and date each lot was produced;
6. Count of shipping containers and total projected net weight in each production lot;
7. Identity of car or truck (car numbers and letters, seals, truck license, etc.) as applicable;
8. Contractor certification that product conforms with the applicable IDCR;
9. Count and projected net weight verified; and
10. Signature of company official responsible for checkloading.

VII. PROVISIONS INCORPORATED BY REFERENCE as show in Section X of the AMS Master Solicitation

A. FAR Provisions: are modified as shown below:

- (a) (1) The North American Industry Classification System code for this acquisition is 311712.
(2) The small business size standard is 500 employees.
2. Type of Contract--The Government contemplates award of a firm-fixed price contract(s).
 3. Service of Protest: address for the Contracting Officer is: 1400 Independence Ave. S.W., Room [3524-S](#); Washington, DC 20250-0253

VIII. Inquiries concerning **inspection** should be directed to either:

Deputy Director
National Seafood Inspection Program
DOC-NOAA-NMFS-F-SI
1315 East-West Highway
Room 10842
Silver Spring, MD 20910
Telephone: (301)713-2355

Director, Southeast Inspection Branch
National Seafood Inspection Program

DOC- NOAA-NMFS
Koger Building
9721 Executive Center Drive North, Suite 133
St. Petersburg, FL 33702
Telephone: (727)570-5383

Director, Western Regional Inspection Office
Chief, Western Regional Inspection Office
National Seafood Inspection Program
DOC-NOAA-NMFS
7600 Sand Point Way NE Bldg 32
Seattle, WA 98115
Telephone: (206) 526-4259

Director, Northeast Inspection Branch
National Seafood Inspection Program
DOC, NOAA, NMFS
11-15 Parker Street
Gloucester, MA 01930
Telephone: (978) 281-9292

/s/ David Tuckwiller 6/22/11

Director
Commodity Procurement Division
Agricultural Marketing Service

Attachments



Commodity
Procurement
Branch

1400 Independence Avenue, SW.
Room 3452-S, STOP 0256
Washington, DC 20250-0256

EXHIBIT A DATED June 2011
PAGE 1 OF 1

**CHECKLIST AND REFERENCES TO APPLICABLE BID AND CONTRACT PROVISIONS
SUPPLEMENT 509 TO AMS MASTER SOLICITATION, FOR FROZEN, ALASKA POLLOCK BLOCKS**

PRODUCT DESCRIPTIONS (SECTION 1. A. (GENERAL))					CONTRACT PROVISIONS		
Product/ Commodity Box Code	Specifications Listed in Priority Order	Commodity Purchase Code	Packaging and Packing	Minimum Offer Unit Size/Shipping Unit	Tolerance Section.	Delivery Period	Competition (See Invitation)
Frozen Pollock Block, Bulk 100892	Item Description and Checklist of Requirements for Once-Frozen Alaska Pollock Blocks, Effective November 2009 and Errata page dated April 2011	100892	Frozen Pollock blocks will weight approximately 16 and 1/3 pounds and packed to 3 to a container that will weigh approximately 49 pounds. The blocks are U.S. Grade A.	816 shipping containers/39,984 pounds	None	First half/second half of the month delivery period	Full and Open

Frozen, Pollock Blocks

Page X of Y

[Company Name]
[Company Address]

Technical Proposal for: [Supplement Number] and [Specification]

Table of Contents (all pages and attachments must be number and identified—any attachments must be identified and referenced in the Technical Proposal)

The technical proposal should include all phases of production that meets or exceeds the requirements stated in the specification to produce complying product.

- I. ITEM DESCRIPTION-**Please provide a brief description of the product that will be addressed in the technical proposal.
- II. CHECKLIST OF REQUIREMENTS-** Please provide a brief description of the planning, production steps (do), check and corrective/preventive (act) measures that the company will do to assure compliance with the checklist of requirements section of the specification.

- A. Materials -** Please provide a brief description of the planning, production steps (do), check and corrective/preventative (act) measures that the company will do to assure compliance with the material section of the specification.

Contractors are responsible for providing sufficient product traceability and must have records to verify the source of raw materials used in each lot of product.

1. Fish Flesh– (plan, do, check, act)
 - a. Domestic Origin
 - b. Grade
 - c. Frozen Pollock Blocks

2. Metal Detection

- B. PREPARATION FOR DELIVERY -** Please provide a brief description of the planning, production steps (do), check and corrective/preventative (act) measures that the company will do to assure compliance with the preparation of delivery section of the specification.

1. Packaging and Packing – (plan, do, check, act)
 - a. Packaging
 - b. Fish Blocks
 - c. Freezing protection
 - d. Style and Size of Container
 - e. Labeling
2. Palletized Unit Loads- (plan, do, check, act)

- C. PRODUCT ASSURANCE -** Please provide a brief description of the planning, production steps (do), check and corrective/preventative (act) measures that the company will do to assure compliance with the product assurance section of the specification.

1. QUALITY ASSURANCE - (plan, do, check, act)

- 2. DELIVERED PRODUCT - (plan, do, check, act)**
 - a. Delivery Unit
 - b. Sealing
- 3. WARRANTY AND COMPLAINT RESOLUTION - (plan, do, check, act)**
 - a. Warranty
 - b. Complaint Resolution
- D. NON-CONFORMING PRODUCT** - Please provide a brief description of the planning, production steps (do), check and corrective/preventative (act) measures that the company will do to assure compliance with the non-conforming product section of the specification.

NOTE: In preparing Offeror's technical proposal please follow the outline format for the applicable IDCR that the company is submitting.

Attachments or Appendixes

Please attach all referenced documents with the applicable document name and reference number.

UNITED STATES DEPARTMENT OF AGRICULTURE
AGRICULTURAL MARKETING SERVICE
LIVESTOCK AND SEED PROGRAM

CERTIFICATE OF CONFORMANCE FOR
THE PROCUREMENT OF
ONCE-FROZEN ALASKA POLLOCK BLOCKS

CERTIFICATE OF CONFORMANCE

I certify the following:

- (1) On [delivery date(s)], [Contractor's name] furnished the (insert the appropriate commodity description) called for by Purchase Order Number _____ via [Carrier] under Sales Order Number/Item number(s): _____ .
- (2) The (insert the appropriate material name) is of the quality specified and conforms in all respects with the purchase order requirements, including [Contractor's name] Technical Proposal or Production plan as approved by the AMS, Commodity Procurement Program, Contracting Officer.
- (3) Product identification, (i.e. production lot number(s)) is in the quantity shown on the attached acceptance document.
- (4) Contractor assures all fish products used in fulfilling this contract was produced in the United States as defined in the Supplement 509, section I.G and AMS Master Solicitation Section I.E.

Date: _____

Signature: _____
(Signed by an officer or representative authorized to represent the company)

Title: _____



APPROVED

Contracting Officer Technical Representative (COTR)
 Standards, Analysis, and Technology Branch
 Room 2607 S-Bldg, Phone: (202) 720-4486

Effective: April 2011

ITEM DESCRIPTION AND CHECKLIST OF REQUIREMENTS (IDCR) FOR ONCE-FROZEN ALASKA POLLOCK BLOCKS

ERRATA PAGE

With the implementation of the Web Base Supply Chain Management (WBSCM) system, all Food and Nutrition Service’s product codes have been converted to material numbers. Product produced for July 1, 2011 and after delivery periods must now reflect the following product code change for products produced under this IDCR.

Please replace the following references:

- “Invitation” with “Solicitation”
- “Announcement LS-504” to “Supplement”
- “Contract Number” to “Purchase Order Number”

Item	Old Product Code (FNS)	New Material Number
Once-Frozen Alaska Pollock Blocks	A747	100892

Martin E. O'Connor



APPROVED

**ITEM DESCRIPTION AND
CHECKLIST OF REQUIREMENTS
(IDCR) FOR ONCE-FROZEN ALASKA
POLLOCK BLOCKS - A747**

Contracting Officer Technical Representative (COTR)
Standards, Analysis, and Technology Branch
Room 2607 S-Bldg, Phone: (202) 720-4486

Effective: **November 2009**

I. ITEM DESCRIPTION

- Item – Once-Frozen Alaska Pollock Blocks
- Grade - U.S. Grade A
- Packing – Fish blocks will weigh approximately 16- $\frac{1}{3}$ pounds and packed three (3) to a master carton with a net weight of 49 pounds.

II. CHECKLIST OF REQUIREMENTS

Product will be produced under the Food and Drug Administration regulations and all applicable federal Acts and regulatory references cited therein which are in effect on the date of production.

A. MATERIALS

Contractors must describe in detail the necessary processing steps, supported with digital images, to comply with the requirements below.

1. FISH FLESH

- a. Domestic Origin of Fish Flesh – The Alaska Pollock (*Theragra chalcogramma*) will be derived from fillets that are caught and processed in U.S. waters on a U.S. flagged vessel or caught in U.S. waters and processed in a facility based in the U.S. or U.S. Territory.
- b. U.S. Grade A - United States Standards for Grades of Frozen Fish Fillet Blocks. These Standards for Grades will be implemented in accordance with the guidance set forth in part II of NOAA Handbook 25, "Inspector's Instructions for Grading Frozen Fish Blocks."
- c. Once-Frozen Alaska Pollock Blocks – The U.S. Standards for Grades will apply to once-frozen fish blocks that are rectangular shaped masses made from Alaska Pollock flesh. The blocks will be made from whole fillets that are skinless and boneless (pin bone out). The blocks shall not contain minced or comminuted fish flesh. The blocks shall not be made by restructuring (reworking) pieces of fish blocks into the shape of a fish block. The blocks shall not contain sodium phosphates. The blocks shall never be allowed to thaw and have been stored at temperatures of 0°F or less for no more than 12 months. The Pollock blocks will be practically free of voids and ice pockets.

2. METAL DETECTION

Detection of stainless steel, ferrous, and non-ferrous (e.g., lead, copper, and aluminum) metals is required.

B. PREPARATION FOR DELIVERY

1. PACKAGING AND PACKING

- a. Packaging – Fresh (never previously frozen) Alaska Pollock fillets shall be layered into a block mold and deep frozen to produce fish blocks that are used as the raw material for further processing into high quality breaded and battered fish products. The once-frozen Alaska Pollock Blocks shall be wrapped or sealed to protect blocks from freezer deterioration, physical damage, and contamination.
- b. Fish blocks will weigh approximately 16- $\frac{1}{3}$ pounds and packed three (3) to a master carton with a net weight of 49 pounds.
- c. The once-frozen blocks will be protected by a paperboard block liner and then packed in a cardboard master case, which reduces the likelihood of freezer burn or rancidity. The packaging should be uniform and completely cover the product. A product must declare a net weight, meaning actual product weight.
- d. Style and Size of Container – Only one size and style of bags and cases may be offered in an individual shipping unit. The shipping containers will be in compliance with the National Motor Freight Classification, or the Uniform Freight Classification, as applicable.
- e. Labeling - Cases will be labeled to include all information required by United States Department of Commerce (USDC) regulations and the required information listed below. Labels must not be able to be removed in an intact form.
 - (1) USDA Shield – The shield will be at least 2 inches high and will appear on top or on the principle display panel of each case.
 - (2) The applicable contract number and product code “A747”.
 - (3) A traceability code that includes information regarding production establishment, production date and production lot.
 - (4) USDC Inspection Mark and Grade – The Processed Under Federal Inspection “PUFI” mark along with Grade A Shield.



2. PALLETIZED UNIT LOADS

All cases shall be stacked on new or well-maintained pallets and palletized with shrink wrap plastic.

2 *Martin E. O'Connor*

C. PRODUCT ASSURANCE**1. QUALITY ASSURANCE**

All frozen Pollock Blocks will be produced under the USDC, National Marine Fisheries Service (NMFS) Type I inspection, which may include Integrated Quality Assurance (IQA) or HACCP Quality Management Program (HACCP-QMP). The contractors must declare the type of NMFS inspection program they are operating under.

2. DELIVERED PRODUCT

- a. Delivery Unit - Each delivery unit will consist of 816 shipping containers with a net weight of 39,984. No tolerances will be allowed.
- b. Sealing – All products must be delivered to AMS destinations under seal according to section I. G., of the AMS Master Solicitation.

3. WARRANTY AND COMPLAINT RESOLUTION

- a. Warranty – The contractor will guarantee that the product complies with all contractual requirements.
- b. Complaint Resolution – The contractor's technical proposal must provide the steps taken to resolve complaints received on the product i.e., point of contact, cause and effect analysis, product replacement, and corrective and preventative actions taken.

D. NON-CONFORMING PRODUCT

The Contractor must include a plan to assure that non-conforming product is not delivered under USDA contracts. The plan must address: 1) control and segregation of nonconforming product, 2) removal of any USDA markings, and 3) disposition of nonconforming product.

3 *Martin E. O'Connor*