

NNM08AA54C

ATTACHMENT J-10

SYSTEM AVAILABILITY REQUIREMENTS

Introduction: The following attachment provides a definition of the availability requirements for various systems in selected facilities at MSFC. Page 3 shows a Systems Availability Requirements Table with the relationship between the repair codes, the scope, the allowed total availability loss, the allowed partial availability loss, response time during core hours, response time during non-core hours, and repair time. The repair codes in column A are used as identifiers for use with the System Availability Requirements Matrix on page 2. The description in column B indicates the system or scope of the system. Note that the systems are not in a particular order and system criticality can only be determined by assessing the allowed outages and response and repair times. Column C indicates the allowable outages and is explained in note C at the bottom of the table. Column D likewise indicates allowable partial system outages that are explained in note D at the bottom of the table. Columns E and F show the allowable response times during core and non-core work hours respectively and column G indicates the allowable repair time.

The System Availability Requirements Matrix shows selected facilities on the Center by facility number cross-referenced with system numbers as defined in Attachment J-9. At the intersection point there will either be a number which references back to the repair code from the System Availability Requirements Table on page 3 indicating the availability requirement for that system in that facility, an "X" indicating that particular system exists in the building but is not covered by System Availability Requirements, or a blank indicating the system does not exist in that particular building. The Contractor is required to meet the availability requirements shown and failure to do so will result in deductions as defined in Section E. In general, failure to meet the requirements as set forth in the System Availability Requirements Table and Matrix will be considered a complete loss of quality for the affected CLINs. Because of the impact to the Center for repair codes 1 and 2 and the critically of these systems, the Government may choose to assess actual damages up to \$10,000 per event for a failure to meet the requirements of the System Availability Requirements Table and Matrix in addition to deductions calculated from the PRS (reference Clause E.9).

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SYSTEM AVAILABILITY REQUIREMENTS
MATRIX

| Facility | Sys | Sys | Sys | Sys | Sys | Sys | Sys | Sys | Sys |
|-----------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Number | No. 1 | No. 2 | No. 3 | No. 4 | No. 5 | No. 6 | No. 7 | No. 8 | No. 9 | No. 10 | No. 11 | No. 12 | No. 13 | No. 14 | No. 15 | No. 16 | No. 17 | No. 18 |
| 4207 | 1 | | | 1 | | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | X | 2 | 3 |
| 4619 | | | X | X | | | | X | X | | X | X | X | X | X | X | 2 | 3 |
| 4663 | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | X | 2 | 3 |
| 4708 | X | | X | X | | | X | X | X | | X | X | X | X | X | X | 2 | 3 |
| 4718 | X | | | | | | X | X | X | | X | X | X | X | X | X | 2 | 3 |
| 4718-500 | | | | | | | | | | | | | | | | | | 3 |
| 4718-600 | | | | | | | | | | | | | | | | | | 3 |
| 4754 | | | | | | | | | | | X | | X | X | X | X | 2 | 3 |
| 4755 | X | | X | X | | | X | X | X | | X | X | X | X | X | X | 2 | 3 |

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SYSTEM AVAILABILITY REQUIREMENTS
Repair Codes

| A | B | C | D | E | F | G |
|----------------|-------------------------|---|---|-------------------------------------|--|----------------|
| REPAIR CODE | SCOPE | ALLOWED TOTAL AVAILABILITY LOSS (NUMBER OF OCCURENCES) | ALLOWED PARTIAL AVAILABILITY LOSS (NUMBER OF OCCURENCES) | RESPONSE TIME - CORE HOURS | RESPONSE TIME - NON- CORE HOURS | REPAIR TIME |
| 1 | NASA Wide Effect | 0 | 1 | 15 MIN | 15 MIN | 1 HR |
| 2 | Fire Alarm | 0 | 1 | 15 MIN | 15 MIN | 24 HR |
| 2 | Gas Alarm | 0 | 2 | 15 MIN | 4 HR | 24 HR |
| 3 | Maintenance Alarm (UCS) | 1 | 4 | 15 MIN | 4 HR | 72 HR |

Notes:

Same repair code for fire and gas alarm but availability requirements differ.
Scheduled shutdowns properly planned by the Contractor do not count towards an unavailability loss.

- A. Repair or alarm code.
- B. Description of repair or alarm code.
- C. Allowed availability loss is the number of times per month the system is not performing its intended function, providing output, or performing redundancy. Losses over the amount will be subject to deduction.
- D. Allowed partial availability loss in the number of times per month a partial system loss of availability occurs while the system output is generally intact and performing its intended function. Losses over the amount will be subject to deduction.
- E. & F. Maximum allowable time the Contractor will be on-site investigating details of the problem, following notification. Column E refers to response time during core working hours and column F refers to time allowed during non-core working hours.
- G. Maximum allowable time to get system functional or time for completed expedited repairs. Repair time listed does not include the response times listed for core or non-core working hours. Repair times may be invalidated for items exceeding the TC limit as defined in Paragraph 4.9. However, for repair code 1, the Contractor shall take temporary measure to restore output provided by original system within the time frames specified in column G.