

## **SCHEDULE 20**

### **Management Services**

1. This Schedule 20 sets out the Management Services that TfL may, in accordance with Clause 43 of this Agreement, require the Service Provider to provide the following services in relation to a Managed Contract:
  - (A) taking responsibility for and ensuring effective communications with TfL and the relevant Managed Contractor;
  - (B) monitoring the performance of the Managed Contract by the relevant Managed Contractor, and providing TfL with Monthly (or such other frequency as TfL may reasonably require) written reports on the relevant Managed Contractor's performance of the Managed Contract and such reports shall identify, amongst other things, any potential risks to the Services in connection with such performance, any trends in performance, and any other issues or concerns in connection with such performance;
  - (C) obtaining all such reports and information from the Managed Contractor as are required to be provided by the Managed Contractor under the Managed Contract and sending the same to TfL;
  - (D) notifying the relevant Managed Contractor and TfL in the event of deficient performance or default of such Managed Contractor under the Managed Contract;
  - (E) notifying TfL and the relevant Managed Contractor in the event of, and mitigating the effect on the Services of, any other issues or problems arising in the provision of the services under the Managed Contracts as soon as reasonably possible and in any event within one (1) Working Day of such issue or problem arising (and shall thereafter update TfL regularly in relation to such issue or problem until it is resolved);
  - (F) (where relevant) monitoring and reporting to TfL on capacity requirements and provision by the Managed Contractor;
  - (G) monitoring any testing to be carried out by the Managed Contractor and promptly notifying TfL of any anticipated or actual delays to the achievement of milestones under the Managed Contract; and
  - (H) undertaking any reasonable instructions of TfL in relation to the Managed Contract as the relevant Managed Contractor.