

SCHEDULE 20

Management Services

1. The Management Services envisaged in clause 55 (Novation or Management of Supply Contracts) shall consist of the following activities in relation to the Managed Contracts:
 - (A) monitoring the performance of the Managed Contracts by the Managed Contractors, and providing TfL with Monthly (or on such other periodic basis as the parties may agree) written reports on the Managed Contractors' performance of the Managed Contracts, which reports shall identify, inter alia, 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;
 - (B) obtaining all necessary reports and information on the Managed Contractors' performance required to be provided by the Managed Contractors under the Managed Contracts and sending the same to TfL;
 - (C) notifying the relevant Managed Contractor and TfL in the event of deficient performance or default of such Managed Contractor under a Managed Contract;
 - (D) notifying TfL and the relevant Managed Contractor in the event of, and managing the effect on the Services of, any other issues or problems arising in the provision of the services under the Managed Contracts;
 - (E) (where relevant) monitoring and reporting to TfL on capacity requirements and provision by the Managed Contractors; and
 - (F) monitoring any testing to be carried out by the Managed Contractors and promptly notifying TfL of any anticipated or actual delays to the achievement of milestones under the Managed Contracts,

in each case in accordance with any additional reasonable instructions of TfL from time to time.