LONDON CYCLE HIRE SCHEME AGREEMENT

Schedule 11 – Key Personnel

SCHEDULE 11

Key Personnel

1. <u>**Introduction**</u>

This Schedule 11 sets out the role and description of the Key Personnel and relevant member of the Service Provider Personnel assigned to such role for the:

(A)   Implementation Phase; and

(B)   Operational Phase.

2. **Implementation Phase**

During the Implementation Phase, the Service Provider shall provide the following Key Personnel:

Table 1: Implementation Phase

Role	Description	Name of Service Provider Personnel
Commercial Manager	Responsible for managing the commercial aspect of the provision of the LCHS Assets, Service Systems and Services.	Nick Frampton
Contract Manager	Responsible for: ▪ Managing the provision of the LCHS Assets, Service Systems and the Services; ▪ Managing of the fulfilment of the Service Provider's obligations under this Agreement; ▪ Ensuring that all Changes are assessed, approved, implemented and reviewed in a controlled manner in accordance with the Change Control Request Procedure; and ▪ Managing the overall relationship between TTL and the Service Provider and communicating events and Incidents and investigating and managing disputes arising.	Linda Swinburne
Change Manager	Responsible for ensuring that all Changes are assessed, approved, implemented and reviewed in a controlled manner in accordance with the Change Control Request Procedure.	Rob Clark
Development Manager	Responsible for managing and overseeing the development and implementation of the LCHS Assets and Service Systems.	Jon Brinsmead
Financial Manager	Responsible for: ▪ Ensuring that all financial transactions are processed and reported upon in accordance with Statement of Requirements and Schedule 32 (*Revenue Collection and Payment*); and ▪ Keeping TTL informed of any relevant issues affecting the financial transactions and reporting as they arise.	Graeme Smith
IT Implementation Lead	Responsible for: ▪ Managing the implementation of the Service Systems; and ▪ Ensuring that the different components integrate of the LCHS Assets and Service Systems interface in accordance with Statement of Requirements and Service Provider Solution.	Jeremy Cox
Key Sub-Contract Manager	Responsible for: ▪ Managing individual Sub-Contractors; ▪ Ensuring that Sub-Contractor perform their obligations; and ▪ Ensuring issues arising are communicated to TTL.	Nick Frampton
Lead Solution Architect & Designer	Responsible for ensuring that: ▪ the Service Provider Solution meets Statement of Requirements; and ▪ the implementation LCHS Assets and Service	Pete White

Role	Description	Name of Service Provider Personnel
	Systems conforms with the Service Provider Solution.	
Programme Manager	Responsible for: ▪ Managing the Service Provider delivery management community; ▪ Ensuring continued compliance with Schedule 10 (*Contract Management and Reporting*); ▪ Managing TTL Personnel' expectations via timely escalation of programme exceptions; ▪ Supporting and guiding all team members; ▪ Managing the Implementation Plan and dependency matrix; ▪ Providing a single point of contact for escalation of all risks and issues outside the delivery management authorisation levels; and ▪ Ensuring the introduction of all Changes in accordance with the Change Control Request Procedure.	Jon Brinsmead
Roadside Installation Manager	Responsible for: ▪ Managing the implementation of the LCHS Assets and Service Systems; and ▪ Ensuring that the different components of the LCHS Assets and Service Systems integrate and interface in accordance with the Statement of Requirements and Service Provider Solution.	Matthew McNulty
Test Manager	Responsible for managing and overseeing all Testing activities.	Len Kell
Configuration Manager	Responsible for defining and controlling the components of the LCHS Assets and Service Systems and maintaining accurate configuration information.	Lee March

Team	Role or Service Provider Function	Name of Service Provider Personnel
Management Team	Services Director	Rob Bourne
	Contract Manager	Linda Swinburne
	Operations Manager	Kevin Donnelly
	Contact Centre Manager	Gary Mills
	Programme Manager	Jon Brinsmead
	Finance Manager	Graeme Smith
	Commercial Manager	Nick Frampton
	E&D/HR Lead	Julie Dover
	Assurance Manager	David Massey
Operational Team	Operations Manager	Kevin Donnelly
	Control Room Manager	Hawa Motara
	Roadside Installation Manager	Matthew McNulty
Contact Centre Team	Chief Operation Officer, BLL	Fran Currie
	Contact Centre Manager	Gary Mills
	Public Facing Contact Centre Manager	David Murphy
Projects Team	Programme Manager	Jon Brinsmead
	Change Manager	Rob Clark
	Systems Integration Lead	Douglas Berry
	Senior Integration Architect	David Lieberman
	Senior Integration Architect	Priscilla Whatley
	Development Manager	Jon Brinsmead
	IT Implementation Lead	Jeremy Cox
	Lead Solution Architect & Designer	Pete White
	Key Sub-Contractor Manager	Nick Frampton
	Test Manager	Len Kell
	Configuration Manager	Lee March
	Bicycle Systems Lead	Jeff Desruisseaux

3.   **Operational Phase**

During the Operational Phase, the Service Provider shall provide the following Key Personnel:

Table 2: Operational Phase

Role	Description	Name of Service Provider Personnel
Business Continuity Manager	Responsible for developing, implementing and testing the Business Continuity Plan.	Katie Lloyd
Change Manager	Responsible for ensuring that all Changes are assessed, approved, implemented and reviewed in a controlled manner in accordance with the Change Control Request Procedure.	Rob Clark
Configuration Manager	Responsible for defining and controlling the components of the LCHS Assets and Service Systems and maintaining accurate configuration information.	Lee March
Contract Manager	Responsible for: ▪ Managing the provision of the LCHS Assets, Service Systems and the Services; ▪ Managing of the fulfilment of the Service Provider's obligations under this Agreement; ▪ Ensuring that all Changes are assessed, approved, implemented and reviewed in a controlled manner in accordance with the Change Control Request Procedure; ▪ Managing the overall relationship between TTL and the Service Provider and communicating events and Incidents and investigating and managing disputes arising; ▪ Ensuring that all financial transactions are processed and reported upon in accordance with Statement of Requirements and Schedule 32 (*Revenue Collection and Payment*); and ▪ Keeping TTL informed of any relevant issues affecting the financial transactions and reporting as they arise.	Linda Swinburne
Incident Resolution & Problem Manager	Responsible for: ▪ Restoring agreed Service Levels to TTL in the event of an Incident; ▪ Minimizing disruption to TTL, Customer and the London Cycle Hire Scheme in the event of an Incident; ▪ Proactively identifying and analysing the cause of Incidents; and ▪ Managing resolution of all Incidents.	Karen Ramos
Operations Manager	Responsible for the day to day management of the Operational Services.	Kevin Donnelly
Programme Manager	Responsible for: ▪ Ensuring continued compliance with Schedule 10 (*Contract Management and Reporting*); and ▪ Providing a single point of contact for escalation of all risks and issues outside the delivery management authorisation levels.	Jon Brinsmead

Role	Description	Name of Service Provider Personnel
Security Manager	Responsible for implementing and ensuring compliance with the Security Policy and all other security requirements across all the LCHS Assets, Service Systems and the Services.	Martin Hill

Team	TfL Proposed Role	Name of Service Provider Personnel
Management Team	Services Director	Rob Bourne
	Contract Manager	Linda Swinburne
	Operations Manager	Kevin Donnelly
	Contact Centre Manager	Gary Mills
	Programme Manager	Jon Brinsmead
	Finance Manager	Graeme Smith
	Commercial Manager	Nick Frampton
	E&D/HR Manager	[To be advised]
	Assurance Manager	David Massey
Operational Team	Operations Manager	Kevin Donnelly
	Control Room Manager	Hawa Motara
	Roadside Installation Manager / Incident Resolution & Problem Manager	Karen Ramos
Contact Centre Team	Chief Operating Officer, BLL	Fran Currie
	Contact Centre Manager	Gary Mills
	Public Facing Contact Centre Manager	Public Facing David Murphy
Projects Team	Programme Manager	Jon Brinsmead
	Change Manager	Rob Clark
	Systems Integration Lead	Douglas Berry
	Senior Integration Architect	David Lieberman
	Senior Integration Architect	Priscilla Whatley
	Assurance Manager	Martin Hill
	Business Continuity Manager	Katie Lloyd
	Configuration Manager	Lee March
	Bicycle Systems Lead	Jeff Desruisseaux