



Service Level Agreement (SLA)
for the Inspection and Maintenance of
City of Raleigh
Stormwater Control Measures

Effective Date: 07-01-2020

Stormwater Control Measure(s)

See Attached Exhibit A

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Title	Signed	Approval Date
	Engineering Services Director or Designee		
	Raleigh Department of Transportation Director or Designee		

Document Owner:	City of Raleigh Engineering Services / Stormwater Management
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Version

Version	Date	Description	Prepared by
1.0	04-24-2020	Service Level Agreement	



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1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between Stormwater Management and [Raleigh Department of Transportation \(RDOT\)](#) for the provisioning of services required to support the inspection and maintenance of City owned Stormwater Control Measures (SCMs). This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. This Agreement outlines the parameters of all services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to provide a documented basis by which resources and budgets are in place to provide the required level of service and support to [Raleigh Department of Transportation](#) by Stormwater Management.

The **goal** of this Agreement is to obtain mutual agreement for services provided by Stormwater Management to [Raleigh Department of Transportation](#) such that City owned Stormwater Control Measures are properly inspected and maintained.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of services.
- Match perceptions of expected service provision with actual service support & delivery.

3. Stakeholder Roles and Responsibilities

The Stormwater Management Division will provide for the management of the Stormwater Control Measure devices and act as the service management provider to the owning Department. [Raleigh Department of Transportation](#), as the owner of the device(s), will receive support for the operation, maintenance and inspection of their Stormwater Control Measures. [Raleigh Department of Transportation](#) will also provide maintenance services for the devices.

Service Management Provider: [Stormwater Management](#)

Owner / Maintenance Service Provider: [Raleigh Department of Transportation](#)



4. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Stormwater Program Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Stormwater Program Manager
Review Period: **Yearly (12 months)**
Initial Review Date: **07-01-2021**

5. Device Construction, Inspection and Documentation Requirements for SCM Program Acceptance

In order to plan for and transfer devices into the SCM Program, the Stormwater Management Division will need for the owning Department and other City Divisions supporting the planning, construction and inspection to adhere to the process guidelines and acceptance requirements as defined in this document. Newly constructed devices that do not meet the requirements may not be eligible for transfer into the SCM Program.

5.1. Planning and Design Information

To prepare budgets and plans for maintenance and inspection of SCMs, Stormwater Management will need information during the planning and design phase of projects.

- To support Program budgeting, the owning Department will notify Stormwater Management of proposed SCMs in the project planning phase.
- A representative from Stormwater Management will be consulted during the construction plan review for the proposed SCMs.



5.2. Construction and Inspection

Devices must be properly constructed and inspected. SCMs must be installed as designed and fully functional at the end of the warranty period.

- Complete the “As-Built Acceptance” process as administered by the Stormwater Management Division’s Programs Group.
- Ensure that, during the warranty period for the contractor, any general maintenance issues that come up with any of the SCMs onsite will be addressed by the contractor.
- Devices will be inspected by representatives from Stormwater and the owning Department prior to the close of the warranty period and before program acceptance.
- All SCM device deficiencies will be repaired by the contractor before the close of the warranty period.

5.3. Documentation

Prior to transfer of SCMs into the program the owning Department and other City Divisions supporting the planning, construction and inspection of the devices will submit the required documentation.

- The final construction plans for the SCMs onsite.
- All design calculations for the SCMs onsite.
- Design engineer’s Operation and Maintenance documentation.
- Produce Stormwater Control Measure as-built plans/survey for any approved Stormwater Control Measure (SCM).
- Include construction specifications in all bidding documents that will ensure all of the bullets listed above are contract requirements and the responsible party is clearly defined.



6. Service Agreement

The following detailed service parameters are the responsibility of Stormwater Management in the ongoing support of this Agreement.

6.1. Service Scope

The following Services are covered by this Agreement;

- ☐ Routine Inspections
- ☐ Annual Inspection and Certification
- ☐ Routine Maintenance - as described in attached Exhibit A (updated as needed)
- ☐ Specialized Maintenance - as described in attached Exhibit A (updated as needed)
- ☐ In-House Repairs

6.2. **Raleigh Department of Transportation** Responsibilities

Raleigh Department of Transportation responsibilities and/or requirements in support of this Agreement include:

- Reasonable availability of **Raleigh Department of Transportation** representative(s) when resolving a service related need or request.
- **Raleigh Department of Transportation** will ensure device acceptance requirements as outlined in sections 5.1, 5.2 and 5.3 are met.

6.3. Stormwater Management Responsibilities

Stormwater Management responsibilities and/or requirements in support of this Agreement include:

- Provide for the proper inspection, maintenance and function of the Stormwater Control Measure(s) as covered in this Agreement.
- Appropriate notification to **Raleigh Department of Transportation** for all scheduled maintenance.



6.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- [Raleigh Department of Transportation](#) will provide routine maintenance services for Stormwater Control Measure devices treating storm drainage from City right-of-way.
- Stormwater Management will utilize contract services to provide for specialized SCM maintenance.
- Changes to services will be communicated and documented to all stakeholders.

7. Service Management

The following sections provide relevant details on service coordination, payments and documentation.

7.1. Service Coordination

Inspection, maintenance and repair service(s) covered in this Agreement are tracked in Cityworks and provided as follows:

- **Routine Inspections:** Stormwater Management Staff will provide monthly checks (at the intervals specified in attached Exhibit A).
 - Additional system checks will be provided as necessary and as specified in the operation and maintenance manual.
 - Stormwater will report maintenance issues to [Raleigh Department of Transportation](#) to schedule repairs.
 - Reports are provided to [Raleigh Department of Transportation](#) as necessary or requested.
- **Annual Inspection and Certification:** Stormwater Management Staff will perform an annual inspection and certification (as required).
 - Annual inspection report is provided to [Raleigh Department of Transportation](#).
 - Annual inspection and certification of regulated devices will be performed by a consultant managed by Stormwater.
 - Stormwater will perform an annual inspection on non-regulated devices.



- **Routine Maintenance:** [Raleigh Department of Transportation](#) will perform routine maintenance of City owned SCMs that treat runoff from roadways and at [Raleigh Department of Transportation](#) facilities.
 - [Raleigh Department of Transportation](#) staff will track and report the routine maintenance in Cityworks.
 - Work performed as specified in attached Exhibit A and as detailed in the individual device O&M guidance when provided by the designer.
 - Stormwater Management Staff will provide technical support as requested by [Raleigh Department of Transportation](#).
- **Specialized Maintenance:** Stormwater Management Staff will manage contractors to provide the required specialized SCM maintenance (e.g. – Aquatic).
 - Stormwater staff will track and report the costs for specialized SCM maintenance in Cityworks.
 - Work performed as specified in attached Exhibit A and as detailed in the individual device O&M guidance when provided by the designer.
- **In-House Repairs:** Stormwater Management Staff will coordinate with [Raleigh Department of Transportation](#) and other City departments to provide some required system repairs. These repairs will generally be for minor or restorative issues that are beyond the scope of routine maintenance, but within the capacity of City forces to complete.
 - City staff will track and report the costs for In-House system repairs in Cityworks.
 - Work performed as specified by the Stormwater engineer or design consultant.

7.2. Service Documentation and Payments

In support of services outlined in this Agreement, Stormwater Management will coordinate payments and documentation of the service costs associated with maintaining the Stormwater Control Measure(s) as outlined below:

- Stormwater Management will provide Operational Funding to cover costs associated with routine maintenance, specialized SCM maintenance, inspection services and City performed repairs.
- Stormwater Management will maintain a Capital Reserve Fund for contracted design and repair services.



- [Raleigh Department of Transportation](#) and Stormwater staff will document the costs associated with maintaining each Stormwater Control Measure in Cityworks.
- Stormwater Management will coordinate payments for specialized SCM maintenance services.
- Each device has an annual budget assigned for maintenance and repairs. This budget will be reviewed annually by the [Raleigh Department of Transportation](#) and Stormwater Management designees.
- Stormwater Management will reimburse [Raleigh Department of Transportation](#) quarterly for all labor, material and equipment costs associated with work performed on the SCMs.

7.3. Communication

- **Designated Liaison:** Both departments will assign a designated staff person as the primary point of contact and communication for the purposes of this agreement.
 - For RDOT that person shall be the Transportation Manager: Jason Holmes
 - For Engineering Services that person shall be the Project Manager: Brad Stuart

7.4. Service Management Table

The table below identifies the responsibility for funding and performing or managing the work for the service tasks outlined in this Service Level Agreement.

Stormwater Control Measure Program				
Task	Stormwater		RDOT	
Device Management	\$	W		
Routine Inspections	\$	W		
Routine Maintenance	\$			W
Specialized SCM Maintenance	\$	W		
In-House Repairs	\$			W
Annual Inspections	\$	W		

Providing Funding = \$

Performing or Managing the Work = W



8. Design and Construction Management

The Stormwater Management Division will provide design and construction management services for contracted repairs of Stormwater Control Measure devices when requested by the owning Department and approved by the Engineering Services Department Director or Designee. These repairs will generally be for system failures or life-cycle replacements that are beyond the scope and capacity of City forces to complete. [Raleigh Department of Transportation](#) and Stormwater Management will review funding availability and options for repair or replacement at the time of the request.