

Kedren Community Health Center, Inc.  
(dba: Kedren Acute Psychiatric Hospital and  
Community Mental Health Center)

**REQUEST FOR PROPOSAL  
FOR  
JANITORIAL CLEANING SERVICES**

# **REQUEST FOR PROPOSAL FOR JANITORIAL CLEANING SERVICES**

**Service Locations:**

**Central Contact Number (323) 432-5069**

- 1. 4211 S. Avalon Boulevard, Los Angeles, CA 90011**
- 2. 710 E. 111<sup>th</sup> Place, Los Angeles, CA 90059**
- 3. 3800 S. Figueroa Street, Los Angeles, CA 90037**
- 4. 4322 S. Western Avenue, Los Angeles, CA 90062**
- 5. 231 W. Vernon Avenue, Los Angeles, CA 90037**

## **JANITORIAL CLEANING SERVICES**

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## Request for Proposal

### Janitorial Cleaning Services

Kedren Community Health Center, Inc. invites you to submit a proposal to provide Janitorial Cleaning Services as detailed in the attached Scope of Work.

#### Agency Description

Kedren Community Health Center, Inc., with almost 50 years experience providing programs and services that address the diverse mental health, educational, prevention, wellness and resource needs of the community, is recognized as a leader in delivering quality mental health.

Our staff of nearly 400 embraces a “do what it takes” approach to achieving positive outcomes, building stronger, healthier communities.

Kedren Community Health Center, Inc., (Kedren) is a private, California nonprofit, public benefit, 501(c)(3) corporation dba Kedren Acute Psychiatric Hospital & Community Mental Health Center (KCMHC).

Our programs serve almost 10,000 children, adolescents, adults and families annually. We have six (6) locations specializing in the delivery of mental health focused services to consumers in Service Planning Area Six, including an acute psychiatric hospital serving 55 adults (18 and up), and 17 children from (5-12) years of age.

Kedren is funded through the Los Angeles County Department of Mental Health, and is fully licensed in California, and accredited by the Center for Medicare and Medi-Cal Services.

We provide services in a caring, compassionate environment promoting a shared vision of improving lives, and empowering individuals to recover. Service delivery is holistic, collaborative, multidisciplinary and culturally competent, focusing on the individual. Our highly trained mental health staff together with our strong leadership, create an unwavering commitment to quality services based on our belief in the resiliency and potential of the individuals we serve.

#### Mission Statement

The **MISSION** of Kedren Community Health Center, Inc. (“dba”), Kedren Acute Psychiatric Hospital and Community Mental Health Center, (“Kedren”) is to provide a culturally competent continuum of care services utilizing an efficient and effective collaborative and holistic approach to address the educational, health and mental health needs of residents of Service Area Six, and the surrounding communities.

Kedren’s services are optimally effective and accessible and tailored to meet the racial, ethnic, cultural and linguistic needs of our clients. We deliver individualized services through a comprehensive multidisciplinary and a sensitive consumer-centered approach.

The goal of all mental health services at Kedren is to assist families to make key life choices, to enjoy optimally productive lives, and to manage the total mental health care of consumers and their significant others via integrated delivery systems.

## **Invitation for Bid Instructions**

Kedren reserves the right to reject non-responsive proposals and to conduct negotiations with the successful bidder to the extent deemed necessary and appropriate, prior to final contract execution.

While services are needed at five (5) separate locations, a successful bidder must submit a proposal for all five (5) sites, at the discretion of the bidder:

- Kedren Acute Psychiatric Hospital Community Mental Health Center, 4211 S. Avalon Blvd., Los Angeles, CA 90011 (323) 233-0425. Building is approximately 100,000 square feet and includes three (3) floors and a basement plus one annex building. Services are required seven (7) days per week, 365 days annually at Kedren hospital site, during the morning and afternoon shifts between 8:00 – 5:00 pm, except observed holidays.
- Kedren South an Out Patient Clinic, located at 710 East 111<sup>th</sup> Place, Los Angeles, CA 90059. Building is approximately 42,000 square fee, single level.
- Kedren Figueroa an Out Patient Clinic, located at 3800 South Figueroa Street, Los Angeles, CA 90037. Building is approximately 5,000 square feet, single level.
- Kedren Western an Out Patient Clinic, located at 4322 South Western Avenue, Los Angeles, CA 90062. Building is approximately 1,400 square feet, single level.
- Kedren Vernon an Out Patient Clinic, located at 231 West Vernon Avenue, Los Angeles, CA 90037. Building is approximately 1,648 square feet, located on 2<sup>nd</sup> level in Medical Professional Building.

Facility tours at for all locations are available on June 14-17 the from 9:00 am – 3 pm. Please contact Mr. Juan Salazar, HACP at (323) 432-5069, to schedule a facility tour.

Kedren's "Going Green" Program was implemented September 1, 2009, to insure that cleaning products used in all areas of its facilities are non-toxic, are biodegradable and help preserve and protect the environment, and reduce waste, while maintaining high quality cleaning, particularly in the hospital and clinic environments. Contractor must, therefore, ensure that cleaning products and agents are certified "Green Clean" in keeping with standards set forth by the Environmental Protection Agency (EPA).

## SELECTION PROCESS AND CRITERIA

### **I. General Bidder Requirements**

- A. The successful bidder will comply with all Federal and State requirements Concerning fair employment practices regarding the treatment of all employees without regard to race, religion, age, sex, national origin, or physical handicap.
- B. Contractor must sign Kedren's Arbitration of Dispute Agreement, and the Confidentiality of Patient Information Statement.
- C. The successful bidder will show evidence of insurance coverage commonly known as or similar in kind to:
  - 1. Worker's Compensation – Statutory limits in accordance with Sections 3700 and 3800 of the Labor Code of the State of California.
  - 2. Comprehensive General Liability.
  - 3. Combined Single Limits (each occurrence) - \$500,000
  - 4. Aggregate, 1,500,000.00

Kedren Community Health Center may require greater coverage in any given circumstance. We may require any or all of the following endorsements to the policy:

  - (1) Fire Legal Liability; (2) Product and Completed Operations Liability; (3) Manufacture's and Contractors Liability; Other Endorsements including, but not limited to, Errors and Omissions, Professional Liability and Malpractice Liability.
- D. Comprehensive Automobile Liability
  - 1. Automobile Liability – Minimum limits – 500,000 Bodily Injury; and \$500,000 Property Damage per occurrence.
  - 2. Collision – covered for actual cash value of each vehicle used in the delivery of contract services.
  - 3. Comprehensive Physical Damage coverage for actual cash value of the vehicle used in the delivery of contract.
  - 4. Kedren CMHC, will be named as co-insured under the successful bidder's insurance policies.
- E. The successful bidder(s) will indemnify Kedren against all liabilities, losses or damages caused by its omissions and/or negligent acts. It will also agree to defend any lawsuit against Kedren, its officers, employees, and agents which arise from the negligence, willful acts and/or omissions of the successful bidder.

**II. Scope of Work – Specific Requirements**

The successful bidder will demonstrate understanding of, and compliance with, all specifications set forth in this section in the proposal. The unit price submerged within the proposal of the successful bidder will be all inclusive with regard to the requirements of the specifications. Successful bidder must supply all required cleaning equipment, agents and solutions; and must maintain equipment in safe and efficient working conditions. Kedren will supply all paper/plastic products, including trash can liners.

**III. Contract Award Period**

The contract to be awarded will be for the period beginning approximately July 1, 2016 and ending June 30, 2017. It is the intent of Kedren to award contract(s) for one year, with an option of two additional years, awarded one year at a time, which will be subject to favorable evaluation of vendor performance.

Proposals must be submitted on or before 5pm, Friday June, 24, 2016 in a sealed envelope with one original and (6) six copies enclosed to:

Juan Salazar, HACP  
Director of Facilities Management & Safety  
Kedren Community Health Center, Inc.  
4211 S. Avalon Boulevard Los Angeles, CA 90011  
Note: Sealed envelopes should note “**Janitorial Cleaning Services Proposal(s)**  
**on the front.**

**Please note Bidder must provide quotes for all sites .**

**NO PROPOSALS WILL BE ACCEPTED AFTER THE STATED SUBMISSION DEADLINE**

The contact person for interested vendors is Mr. Juan Salazar, HACP. Director of Facilities Management & Safety. Mr. Salazar can be contacted at (323) 432-5069, or via email at [j\\_salazar@kedren.org](mailto:j_salazar@kedren.org)

**IV. Time Table for Evaluation Process**

A. Kedren will adhere to the following timetable for vendor selection:

**June 13, 2016** – Request for Proposals will be emailed or available for pick up at 4211 S. Avalon Blvd., Los Angeles, CA 90011 (front desk) by prospective bidders.

**June 14-17, 2016** – Site walk

**June 17, 2016** – Deadline for bidder to submit “Letter of Intent”.

**June 21, 2016** – Bidders Conference

**June 24, 2016** – Proposals due to Kedren.

**June 28, 2015** – Projected date of Contract Award

**July 1, 2016** – Projected contract startup date.

B. Proposals will be rated on the following criteria:

1. Bidder Qualifications	20 points
2. Personnel Qualifications	10 points
3. Prior Hospital/Clinic Experience	25 points
4. Prior Hospital/Clinic Experience In a Psychiatric Environment	20 points
5. Hourly Rate	25 points
	<hr/>
	100 Points

**V. Additional Guidelines**

The bidder’s proposal must arrive at Kedren Community Health Center, Incl. office on or before June 24, 2016 in a sealed envelope. The sealed envelope must contain one (1) original and Three (3) copies of the bidder’s proposal. Each copy must include:

- A. A cover letter on the bidder’s letterhead stating the bidder’s hourly/monthly rate proposed price for the services. One (1) cover letter must have an original signature of a person legally authorized to sign for the bidder, giving his or her title.
- B. Name and qualifications of the person who is or will be responsible for general administrative oversight and also direct onsite supervision, and the name of the person that is responsible for working with Kedren to address and solve problems, etc.
- C. A description of the bidder’s past experience in Janitorial Cleaning Services in a hospital or clinic environment must be indicated Give at least two current or



recent customer references (include the name, address, contact, fax number(s) and email address).

ATTACHMENT A  
SCOPE OF WORK –  
SPECIFIC REQUIREMENTS

PART I OF VI

KEDREN HEADQUARTERS –  
AVALON FACILITY  
4211 S. AVALON BOULEVARD LOS  
ANGELES, CA 90011  
(323) 233-0425

SEVEN DAYS PER WEEK TWO  
SHIFTS

# DAILY CLEANING REQUIREMENTS FOR INPATIENT AREAS

## Environmental Services Cleaning Specifications

### DAILY CLEANING REQUIREMENTS FOR INPATIENT AREAS

Kedren Avalon Blvd. - (Seven-Days Per Week)

#### A. Hospital Patient Common Areas – Monday thru Sunday

- Damp dust furniture and horizontal surfaces.
- Empty and reline wastebaskets, clean and disinfect all waste receptacles.
- Empty and clean ashtrays.
- Vacuum carpeted floors.
- Dust and wet mop resilient and tile floors.
- Spot wash walls.
- Clean and disinfect toilets, sinks, and tubs.
- Check shower curtains for stains and tears, and replace when necessary.

#### B. Dining Area:

- Clean tables and chairs.
- Clean cabinets (counter tops, drawers, inside and outside surfaces.)
- Spot wash walls.
- Empty large waste receptacles. Wash and disinfect inside and outside, including lids.
- Dust mop and damp mop floors, making sure all corners and behind doors are free of dust and dirt.

#### C. Treatment Room:

- Clean sink.
- Clean dust from attached equipment on the walls.
- Clean examination table.
- Dust mop floor and damp mop all floor surfaces.
- Check light fixtures.
- Check vents.

#### D. Medication Room:

- Clean sinks and stainless steel counter tops.

- Spot wash walls.
- Dust mop and damp mop floors.

## **INPATIENT ROOMS DAILY CLEANING – OCCUPIED ROOM**

Kedren Avalon Blvd. - (Seven-Days Per Week)

**Purpose:** To maintain clean, hygienic and attractive surroundings without disrupting patient care

### **PROCEDURE**

- 1. Prepare equipment**  
Assemble all supplies and equipment ...Transport to patient's room on housekeeping cart.
- 2. Prepare area**  
Gently knock on the patient's door greet pleasantly...Tell patient your name and the reason you are there...Bring cart into room.
- 3. Clean patient's bathroom**  
(See Bathroom procedure.)
- 4. Damp clean**  
Dry, dust, damp wipe with germicidal solution, dry...furniture and fixtures including windows, window frames and sills, light fixtures, lamps, chairs, dressers, and other furniture.
- 5. Clean patient's bed**  
If instructed to do so by immediate supervisor.
- 6. Spot clean soiled areas**  
Check walls and doors...Remove dust webs with a feather duster...Spot clean area no larger than your hand. Notify supervisor if wall washing is necessary.
- 7. Clean wastebasket and replace liner.**
- 8. Dust mop**  
Follow procedure 2...Dust mop bathroom and patient room as one activity.
- 9. Damp mop**  
Remove all supplies and equipment from patient room. Mop bathroom and patient room as on activity.
- 10. When floor has dried**  
Inspect curtains and draperies for stains and soil marks. Inform supervisor if these items appear to need changing. Return furniture according to patient room layout.
- 11. Replenish supplies and equipment**  
Dispose of dirty water in housekeeping designated area. Replenish materials before proceeding on assignment.

## **INPATIENT BATHROOM CLEANING – OCCUPIED ROOMS**

**Purpose:** To provide an aseptic and pleasant environment for the patient.

## **STEPS TO PROCEDURE**

1. **Prepare area –**  
Knock on door...Open slightly and announce your intention to enter...If occupied, wait...When empty, open and “stop” the door.
2. **Toilet bowl –**  
Put toilet bowl cleaner in toilet. Follow instructions printed on container, let stand while the rest of the bathroom is being cleaned.
3. **High dust –**  
Remove all dust webs with the high dusting tool.

### **INPATIENT BATHROOM CLEANING – OCCUPIED ROOMS (Continued)**

Kedren Avalon Blvd. - (Seven-Days Per Week)

4. **Clean medicine cabinet and/or bathroom shelf –**  
Remove all articles...Clean mirror...Wipe with the germicidal solution...Replace all articles...Remove used soap...Discard in waste receptacle.
5. **Clean bathtub or shower, then sink –**  
Wipe inside and outside surface of shower curtain with cloth dampened with germicidal solution...Wipe tile surrounding tub, shower or sink with cloth dampened with germicidal solution...Wet inside surface of tub, etc...Dampen clean cloth...Apply crème cleanser on inside surface...Start with bottom and work up using a circular overlapping pattern...Wipe all surfaces, including shower head...Rinse free of all crème cleanser...Dry chrome fittings.
6. **Clean all remaining bathroom surfaces –**  
Spot clean walls with all-purpose cleaner, pay particular attention to areas near light switches and door knobs...Using a cloth dampened with the germicidal solution...Wipe wall, lights, toilet set...outside toilet surfaces...Rinse cloth frequently and change water if dirty.
7. **Clean wastebasket –**  
Remove liner and dispose of in trash container on cart...Wipe out with a cloth dampened with germicidal solution...Replace liner.
8. **Clean inside of toilet bowl –**  
Clean bowl vigorously with toilet brush or swab...check bowl ring with mirror...Scrub as required-Flush toilet rinsing the bowl with the brush...Flush toilet again.
9. **Replenish supplies –**  
Paper towels...Toilet tissue...Soap.
10. **Dust mop floor –**  
Dust mop bathroom and patient room as one activity.
11. **Damp mop –**  
Remove all supplies and equipment...Mop bathroom and patient room as last activity.

## **INPATIENT HOSPITAL ENVIRONMENTS**

### **WEEKLY/MONTHLY CLEANING REQUIREMENTS**

**KEDREN ACUTE PSYCHIATRIC HOSPITAL & COMMUNITY  
MENTAL HEALTH CENTER  
4211 S. AVALON BLVD.  
LOS ANGELES, CA 90011**

Environmental Services Cleaning Specifications Kedren  
Avalon Blvd. - (Seven-Days Per Week)

**WEEKLY & MONTHLY CLEANING PROCEDURES FOR INPATIENT AREAS.**

**Weekly**

- Perform high dusting.
- Spot wash windows.
- All hard-surfaced floors will be machine buffed, using an electric rotary buffing machine to obtain maximum shine. Non-skid or approved floor finish wax will be applied as necessary.
- Check and clean all vents.

**B. Monthly**

- Hard-surfaced floors will be machine scrubbed and re-waxed. All water, wax and other marks will be removed from walls, baseboards, doors, furniture, and adjoining carpeted area.
- All hard-surfaced flooring will be machine stripped free of wax, sealer or other finish.
- All upholstered furniture will be spot cleaned as required.
- Carpeted floors – as necessary all carpeting will be cleaned to remove stains and spots and will be left in a uniformly clean condition. Any spots not removable by normal cleaning will be reported to the Kedren Environmental Services Supervisor.

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**General Cleaning Requirements  
Five (5) Days Per Week (Only)**

- **Outpatient Areas • Goto Place**
- **Broome Building**
- **Classrooms**
- **Business Offices**

## • **Clinical Staff Treatment Offices**

### Environmental Services Janitorial Cleaning Schedule

Five Days Per Week -Only

#### **Daily Services**

Thoroughly clean entry doors and door jams, including glass and metal frames.  
Clean all activity tables with a germicidal solution.  
Dust mop floors, moving furnishings and chairs.  
Mop floors using a dazzle (a neutral floor cleaner).  
Empty and re-line waste receptacles and re-line.  
Clean and disinfect bathrooms; sinks, toilet bowls and urinals, etc.  
Polish stainless steel receptacles.  
Replenish paper supplies and soap dispensers.  
Vacuum carpeted offices.  
Clean smudges from walls.  
Maintain janitor's closet and leave neat and orderly.

#### **Weekly**

Wipe down plastic and leather furniture with disinfect cleaner.  
Clean artificial plants.  
Clean window sills.  
Remove scuff marks from floors with buffer.  
Clean air vents with industrial shop vacuum.  
Dust and clean wall unit.

#### **Monthly**

- Hard-surfaced floors will be machine scrubbed and re-waxed. All water, wax and other marks will be removed from walls, baseboards, doors, furniture, and adjoining areas.
- All hard-surfaced flooring will be machine stripped free of wax, sealer or other finish. All upholstered furniture will be spot cleaned as required.
- Carpet floors – as necessary, all carpeting will be cleaned to remove stains and spots and will be left in a uniformly clean condition. Any spots not removable by normal cleaning will be reported to the Environmental Services Supervisor.

#### **Quarterly**

- Strip and refinish floors.
- Wash interior and exterior windows
- Shampoo carpet in offices, if needed.
- All ceiling and air vents/ducts are to be dusted.
- All interior lighting fixtures are to be dusted.
- Extract all carpets from offices and conference offices.

# KITCHEN AREAS CLEANING SCOPE OF WORK

## Bi-Weekly Services

1. Clean copper pipes under sinks.
2. Pressure wash main kitchen floor
3. Clean all floor drains after pressure washing
4. Pressure wash loading dock
5. High Dusting of air vents, and ceiling lights in manager's office, main kitchen, and dry storage room, bulletin boards, walls, and stainless steel doors.
6. Clean and shine inside & outside of stainless ventilation hoods

## Bi-Monthly Services

Strip and wax dry storage room, manager office floor, and dietary main entrance hallway.

Wash tiles in salad preparation areas and around walk-in freezer and refrigerator.

## EQUIPMENT & JANITORIAL SUPPLY

### CLOSET MAINTENANCE

Kedren Avalon Blvd. - (Seven-Days Per Week)  
Environmental Services  
Janitorial Cleaning Schedule

#### Equipment Cleaning and Janitorial Closet Maintenance

- Ledges and sides of cart will be free of dust, dirt, and spots.
- Mop pail will be free of scum and residue and will have a reflective appearance.
- Wringer places will be free of scum and residue.
- A minimum of ten (10) minutes of each day is spent cleaning equipment.
- Equipment is returned (buffers, vacuums, etc.) to original location.
- Report maintenance or repairs needed to the Supervisor for immediate attention.
- Closets are left neat and clean.
- Floor is mopped daily.
- Dirty mop heads and cleaning cloths are to be replaced.
- Report Kedren provided paper supply needs to Supervisor before supplies run out (at least 2-3 days lead-time.)
- **Replenish supplies and equipment**
- Dispose of dirty water in housekeeping designation area. Replenish materials before proceeding on assignment.

## Minimum Staff Requirements

<u>Staffing Requirement</u>	<u>Janitorial Service Hours</u>
Daytime – Weekdays	7:00 AM – 3:30 PM
5 Day porters x 22 days x 8 hours	8:30 AM – 5:00 PM
	9:30 AM – 6:00 PM
Daytime – Weekends	
2 Day porters x 8 days x 8 hours	8:30 AM – 5:00 PM
Nighttime Weekdays	6:00 PM – 10:00 PM
4 Cleaners x 22 days x 4 hours	

Contractor must also be able to respond to special cleanup requests.

# ATTACHMENT B

## SCOPE OF WORK –

## SPECIFIC REQUIREMENTS

### PART II OF VI



KEDREN – SOUTH FACILITY  
710 EAST 111<sup>TH</sup> PLACE  
LOS ANGELES, CA 90059

GENERAL SCHEDULE  
FIVE (5) DAYS PER WEEK  
DURING NORMAL BUSINESS HOURS

**Kedren-South (Five (5) days per week)**

1. Routine Cleaning

Building is to be cleaned at least five times per week. This includes:

- a. cleaning flooring, i.e., sweeping, mopping, vacuuming as appropriate;
  - b. sanitizing or dusting hard surfaces, e.g., bookcases, storage cabinets, desks, children's toy furniture, kitchen counters/sinks;
  - c. emptying and cleaning trash cans;
  - d. cleaning and sanitizing bathrooms, e.g., sinks, toilets, floors, dividers. 1.  
Bathrooms are to be cleaned with a solution containing a commercial grade, approved disinfectant.
2. Damp mop the lavatory floor areas with a germicidal solution.
  3. Clean mirrors and bright metal.
  4. Spot clean walls around sinks, urinals and toilets.

- 5. Dust top of lavatory partitions.
- e. clean and disinfect the drinking fountain.
- f. clean all marks and smudges from the reception windows and doors, cafeteria and microwaves, sitting areas windows and doors, counters, chairs and other furniture in the lobby area, reception and sitting areas.

1. Detailed Cleaning Twice annually

Building will be deep cleaned. This includes stripping and waxing floors, cleaning windows. Wipe/clean/remove any visible dust from heating/air conditioning vents.

2. Bi-Monthly Carpet Cleaning

All area rugs or installed carpet in rooms will be shampooed every three (3) months.

3. Emergency Services

Emergency services should also be available to address water damage, etc.

**Minimum Staff Requirements**

Staffing Requirement

Janitorial Service Hours

Daytime – Weekdays

2 Day porters x 22 days x 8 hours

8:30 AM – 5:00 PM

Contractor must also be able to respond to special cleanup requests.

**ATTACHMENT C**

**SCOPE OF WORK – SPECIFIC REQUIREMENTS**

**PART IV OF VI**

**KEDREN – FIGUEROA FACILITY  
3800 S. FIGUEROA STREET  
LOS ANGELES, CA 90037**

# FIVE (5) DAYS PER WEEK DURING NORMAL BUSINESS HOURS

## **DAILY TASKS (Mon – Fri) - Kedren Figueroa**

Note: Contractor must provide all required equipment and cleaning supplies. Kedren will provide all paper/plastic goods.

### **ALL FLOORS**

- Vacuum all carpets (including entry mats) special attention to soiled areas and corners.
- Sweep all tile floors with treated dust mop.
- Mop all tile floors giving attention to baseboards and corners.
- Buff floors every other day.
- Empty and clean all wastebaskets and trash containers.
- Clean all front/rear entry doors.
- Roll up entry mats, clean area underneath, and replace when dry.
- Spot clean walls, light switches, sills, doors and door facings.

## **TRASH RECEPTACLES & FLOORS OFFICES & CONFERENCE ROOMS**

- Empty waste receptacles, replace liners.
- Sweep all hard floors.
- Mop all tile floors with germicidal solution.
- Remove gum/candy stuck to floor.
- Clean water fountain and/or dispenser, removing dirt smudges and fingerprints.
- Spot clean walls, light switches, sills and doors and door facings.
- Dust cabinets, tables and bookcases.

## **RESTROOMS**

- Sweep all tile floors, including behind toilet seats.
- Mop all tile floors with germicidal solution giving attention to baseboards and corners.
- Sanitize and clean toilet seats, wipe down all partitions.
- Refill all toilet tissue and paper towel dispensers.
- Refill all hand soap dispensers.
- Wash mirrors and wipe down soap dispensers.

### **DAILY TASKS (Mon – Fri)**

- Wipe down door, walls, sills, and light switches.
- Empty and replace liners in sanitary boxes.
- Empty all waste paper receptacles.
- Report any damage or broken toilet or other restroom equipment to the building manager immediately.

### **DAILY TASKS (Mon – Fri Continued)- Kedren Figueroa**

## **BREAK ROOM(S)**

- Wipe down counters, cabinets and sink.
- Remove all trash from trash cans and take to pick-up area.
- Mop all floors with appropriate chemical.
- Spot clean walls, light switches, sills, doors and door facings.
- Wipe down tables and arrange chairs neatly.

## **Equipment Cleaning and Janitorial Closet Maintenance**

- Ledges and sides of cart will be free of dust, dirt, and spots.
- Mop pail will be free of scum and residue and will have a reflective appearance.
- Wringer places will be free of scum and residue.
- A minimum of ten (10) minutes of each day will be spent cleaning equipment.
- Equipment is returned to original location after each use (buffers, vacuums, etc.).
- Storage closets are left neat and clean.

- Floor is mopped daily.
- Mop head will be changed daily.
- Paper/plastic supply needs are reported to Kedren Management before supplies run out (at least two days lead-time).
- Dirty water will be disposed of in housekeeping designation area.

**Minimum Staff Requirements**

Staffing Requirement

Janitorial Service Hours

Daytime – Weekdays

1 Day porters x 22 days x 6 hours

8:30 AM – 3:00 PM

Contractor must also be able to respond to special cleanup requests.

**ATTACHMENT D**  
**SCOPE OF WORK –**  
**SPECIFIC REQUIREMENTS**

**PART V OF VI**

**KEDREN WESTERN FACILITY 4322  
 S. WESTERN AVENUE**

LOS ANGELES, CA 90062

TWO (2) DAYS PER WEEK  
DURING NORMAL BUSINESS HOURS

**Kedren Western Ave.**

**ENVIRONMENTAL SERVICES**

**I OFFICES AND COMMON AREAS**

- Dust mop and damp mop all floors giving special attention to baseboards and corners.
- Empty waste receptacles and replace liners.
- Clean water fountain and/or dispenser removing dirt smudges and fingerprints.
- Dust all furnishings in lobby area including windows and blinds.
- Wet mop floors with disinfectant cleaners.
- Clean all smudges from walls, sills, doors and door facings.
- Sweep front porch and exterior areas.

## II RESTROOMS

- Sweep all tile floors, including behind toilet seats.
- Mop all tile floors with germicidal solution giving special attention to baseboards and corners.
- Sanitize and clean toilet seats, wipe down all partitions.
- Refill all toilet tissue and paper towel dispensers.
- Refill all hand soap dispensers.
- Wash mirrors and wipe down soap dispensers.
- Wipe down door, walls, sills, and light switches.

### RESTROOMS

- Empty and replace liners in sanitary boxes.
- Empty all waste paper receptacles.
- Report any damage or broken toilet or other restroom equipment to the building manager immediately.

### Minimum Staff Requirements

#### Staffing Requirement

Daytime – Weekdays

1 Day porters x 9 days x 2 hours

#### Janitorial Service Hours

12:00 PM – 2:00 PM

Contractor must also be able to respond to special cleanup requests.

**ATTACHMENT E**  
**SCOPE OF WORK –**  
**SPECIFIC REQUIREMENTS**

**PART VI OF VI**

**KEDREN – VERNON FACILITY**  
**231 W. VERNON AVENUE LOS**  
**ANGELES, CA 90037**

**TWO (2) DAYS PER WEEK**  
**DURING NORMAL BUSINESS HOURS**

**DAILY TASKS (Tues & Fri) - Kedren Vernon**

Note: Contractor must provide all required equipment and cleaning supplies. Kedren will provide all paper/plastic goods.

**ALL FLOORS**

- Vacuum all carpets (including entry mats) special attention to soiled areas and corners.
- Sweep all tile floors with treated dust mop.
- Mop all tile floors giving special attention to baseboards and corners.
- Buff floors every other day.



- Empty and clean all wastebaskets and trash containers.
- Clean all front/rear entry doors.
- Roll up entry mats, clean area underneath, and replace when dry.
- Spot clean walls and doors.
- Clean water fountain and/or dispenser, removing all dirt smudges and fingerprints.

### **TRASH RECEPTACLES & FLOORS OFFICES & CONFERENCE ROOMS**

- Empty waste receptacles, replace liners.
- Sweep all hard floors.
- Mop all tile floors with germicidal solution.
- Remove gum/candy stuck to floor.
- Spot clean walls, light switches, sills and doors and door facings. Dust cabinets, tables and bookcases.

### **RESTROOMS**

- Sweep all tile floors, including behind toilet seats.
- Mop all tile floors with germicidal solution giving special attention to baseboards and corners.
- Sanitize and clean toilet seats, wipe down all partitions.
- Refill all toilet tissue and paper towel dispensers.
- Refill all hand soap dispensers.
- Wash mirrors and wipe down soap dispensers.
- Wipe down door, walls, sills, and light switches.
- Empty and replace liners in sanitary boxes.
- Empty all waste paper receptacles.
- Report any damaged or broken toilet or other restroom equipment to the building manager immediately.

### **BREAK ROOM(S)**

- Wipe down counters, cabinets and sink.
- Remove all trash from trash cans and take to pick-up area.
- Mop all floors with appropriate chemical.
- Spot clean walls, light switches, sills, doors and door facings.
- Wipe down tables and arrange chairs neatly.

## **DAILY TASKS (Tues & Fri) - Kedren Vernon**

### **Equipment Cleaning and Janitorial Closet Maintenance**

- Ledges and sides of cart will be free of dust, dirt, and spots.

- Mop pail will be free of scum and residue and will have a reflective appearance.
- Wringer places will be free of scum and residue.
- A minimum of ten (10) minutes of each day will be spent cleaning equipment.
- Equipment is returned to original location after each use (buffers, vacuums, etc.).
- Storage closets are left neat and clean.
- Floor is mopped daily.
- Mop head will be changed daily.
- Paper/plastic supply needs are reported to Kedren Management before supplies run out (at least two to three days lead-time).
- Dirty water will be disposed of in housekeeping designation area.

**Minimum Staff Requirements**

Staffing Requirement

Janitorial Service Hours

Daytime – Weekdays

1 Day porters x 9 days x 2 hours

2:00 PM –4:00 PM

Contractor must also be able to respond to special cleanup requests.

**CONTRACTOR PROPOSAL  
KEDREN ACUTE PSYCHIATRIC HOSPITAL &  
COMMUNITY MENTAL HEALTH CENTER**

**REQUIRED INSERTS**

Contractor Proposed Fees  
Janitorial Cleaning Services

**CHARGE FOR SERVICE:**

Contractor Proposed charges to client for these services:

**Hour Rate**

\_\_\_\_\_

**Estimated Monthly Charges**

\_\_\_\_\_

Initials-Contractor

Initials-Contractor

\_\_\_\_\_  
Initials-Kedren

\_\_\_\_\_  
Initials-Kedren

**IN WITNESS WHEREOFF**, Contractor and Kedren by duly authorized signature have executed this Agreement as of the date and year fist above written.

\_\_\_\_\_  
("CONTRACTOR)

By: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

**KEDREN COMMUNITY HEALTH CENTER, INC.**

**4211 South Avalon Boulevard, Los Angeles, California 90011**

**(323) 233-0425**

**By:** \_\_\_\_\_

**Date:** \_\_\_\_\_

John H. Griffith Ph.D.

President and CEO

**CONTRACTOR PROPOSAL  
Janitorial Cleaning Services**

**TERMS AND CONDITIONS**

**1. SUPPLIES**

Cleaning equipment and cleaning supplies will be supplied by Contractor. Kedren will supply all paper products.

**2. SERVICE AGREEMENT**

In the event that this contract proves unsatisfactory, it may be terminated by a thirty (30) days written notice by either party.

**3. SERVICE CHARGE**

\_\_\_\_\_ per hour. Price includes labor, floor equipment and all cleaning supplies. Charges will be paid within 15 days or invoice.


PROPOSED EFFECTIVE STARTING DATE: \_\_\_\_\_ day of \_\_\_\_\_ 2016

BY: \_\_\_\_\_ For \_\_\_\_\_

Contractor

KEDREN COMMUNITY HEALTH CENTER, INC.  
CONFIDENTIALITY OF PATIENT INFORMATION

KEDREN COMMUNITY MENTAL HEALTH CENTER  
POLICY/PROCEDURE

<b>Subject:</b> CONFIDENTIALITY OF PATIENT INFORMATION	<b>Policy No.:</b> 104.12	<b>Supersedes:</b>	<b>Page: 1</b>
<b>Approved By:</b>  John H. Griffith, Ph. D. President and CEO	<b>Effective Date:</b> 03-01-85	<b>Original Issue Date:</b> 1985	<b>Distribution/Level(s):</b> ALL STAFF

A. Purpose: To provide guidelines to protect the confidentiality of patient information.

B. Policy: California Law, known as the Lanterman-Petris-Short Act, requires very strict and exacting limitations on the release on any information concerning patients in mental health centers.

**Exceptions authorized by the law include exchanges of information between qualified professional personnel providing a service for a patient, and certain other hospital personnel in the Admitting, Business Office and Medical Records departments who perform essential services for or concerning the patient**

**The law provides for severe penalties for any individual who provides such information contrary to the provisions of the law.**

I have read the above statement and understand its contents fully and I hereby agree to abide by its requirements.

\_\_\_\_\_  
Employee Name (Please Print):

\_\_\_\_\_  
Employee Signature:

\_\_\_\_\_  
Date:

### **ARBITRATION OF DISPUTES**

#### **ARBITRATION OF DISPUTES ARISING OUT OF, OR RELATED TO A CONTRACTUAL AGREEMENT WITH KEDREN COMMUNITY HEALTH CENTER, INC.**

**MEDIATION:** The parties agree that, should any difference of interpretation, or any other controversy or claim arise out of, or related to this Contractual Agreement, or the breach thereof, the parties shall jointly retain a mutually-agreed upon neutral mediator and conduct and participate in confidential mediation thirty days after certified mail notification that a dispute exists. The parties agree that if any of the parties files any arbitration claims, or administrative or legal actions, for disputes to which this clause applies, without first having attempted to resolve the dispute through neutral mediation, then that filing party shall not be entitled to collect attorneys fees or procedural costs, even if they would otherwise be entitled to them (subject to the discretion of the arbitrator involved).

**ARBITRATION:** The parties further agree that if, and only if, the dispute still remains unsettled for an additional thirty days after the mediation, then the parties shall submit the dispute to binding neutral arbitration as follows: Any controversy, claim or dispute arising out of or relating to this Contractual Agreement, shall be settled solely and exclusively by binding arbitration in Los Angeles, California. Such arbitration shall be conducted in accordance with the prevailing arbitration rules of the American Arbitration Association ("AAA"), with the following exceptions if in conflict: (a) one arbitrator shall be chosen by AAA; (b) each party to the arbitration will pay its pro

rata share of the expenses and fees of the arbitrator, together with other expenses of the arbitration incurred or approved by the arbitrator; and (c) arbitration may proceed in the absence of any party if written notice (pursuant to the AAA's rules and regulations) of the proceedings has been given to such party. Each party shall bear its own attorneys fees and expenses. The parties agree to abide by all decisions and awards rendered in such proceedings. Such decisions and awards rendered by the arbitrator shall be final and conclusive. All such controversies, claims or disputes shall be settled in this manner in lieu of any action at law or equity; provided, however, that nothing in this subsection shall be construed as precluding the bringing of an action for injunctive relief or other equitable relief. The arbitrator shall not have the right to award punitive damages or speculative damages to either party and shall not have the power to amend this Contractual Agreement. The arbitrator shall be required to follow applicable law. **IF FOR ANY REASON THIS ARBITRATION CLAUSE BECOMES NOT APPLICABLE, THEN EACH PARTY, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, HEREBY IRREVOCABLY WAIVES ALL RIGHT TO TRIAL BY JURY AS TO ANY ISSUE RELATING HERETO IN ANY ACTION, PROCEEDING, OR COUNTERCLAIM ARISING OUT OF OR RELATING TO THIS AGREEMENT OR ANY OTHER MATTER INVOLVING THE PARTIES HERETO.**

**NOTICE: BY INITIALING IN THE SPACE BELOW YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF THE MATTERS INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY CALIFORNIA LAW AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR JURY TRIAL. BY INITIALING IN THE SPACE BELOW YOU ARE GIVING UP YOUR JUDICIAL RIGHTS TO DISCOVERY AND APPEAL, UNLESS THOSE RIGHTS ARE SPECIFICALLY INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION. IF YOU REFUSE TO SUBMIT TO ARBITRATION AFTER AGREEING TO THIS PROVISION, YOU MAY BE COMPELLED TO ARBITRATE UNDER THE AUTHORITY OF THE CALIFORNIA CODE OF CIVIL PROCEDURE. YOUR AGREEMENT TO THIS ARBITRATION PROVISION IS VOLUNTARY.**

**WE HAVE READ AND UNDERSTAND THE FOREGOING AND AGREE TO SUBMIT DISPUTES ARISING OUT OF THE MATTERS INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION TO ARBITRATION.**

\_\_\_\_\_                      \_\_\_\_\_ **Initials - Kedren      Initials – Contractor**