



Custodial, Grounds, & Maintenance Services RFP Meeting

December 15, 2025

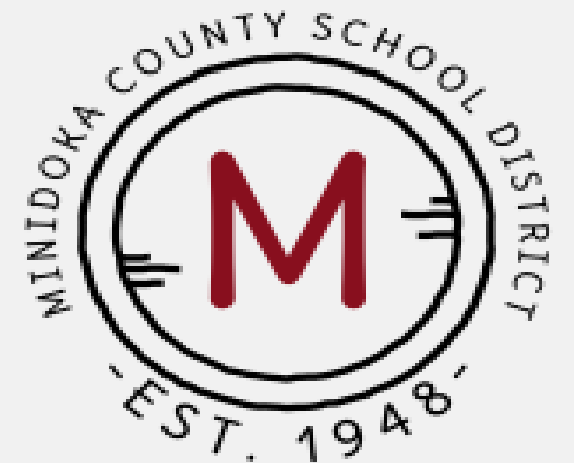
Prepared by: Tom Cook



MCSD Presentation
December 15, 2025

HES Agenda

- Introductions
- About HES
- Partners for Public Education
- HES Management Structure / Minidoka Alignment
- Outsourcing Vs. Resourcing “Partnership”
- Recruitment, Onboarding, Training, Quality Assurance, Retention
- Career Development Approach Vs. Dead End Job
- Transition Overview
- Why HES



Minidoka School District

INTRODUCTIONS



HES TEAM PARTNERS



Jesus Mendez -
Senior Vice President



Billy Pipp - Grounds
Vice President,



Bryan Jolley - Ops
Vice President,



Geordie Straubing -
Regional Manager



Tom Cook – Area VP of
Business Development



HES BY THE NUMBERS



SERVING
EDUCATIONAL
FACILITIES
SINCE

1972

13,000

skilled
team members



150

EDUCATION PARTNERS

We maintain around

200,000,000

SQUARE
FEET
DAILY



clients in

28 states

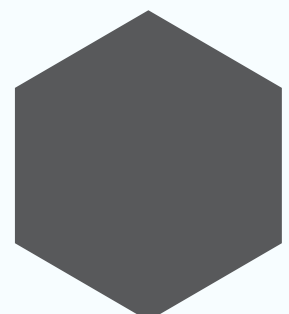
COMMITTED TO
Green cleaning &
sustainability
practices



1,000,000

STUDENTS PER DAY

+ Providing
services to
more than



HES Supporters of Public Education



ASSOCIATION
OF SCHOOL
BUSINESS OFFICIALS



Minidoka School District

WHAT SET US APARTS

Experienced corporate & onsite education
leaders.....

Meaningful investments in people, equipment, &
technology

.....

Tested & proven work loading methodology utilizing
APPA standards

.....

Business Value Reviews & QA data analysis for
measurable results

.....



Top Education Customers



Duval County Public Schools (FL)

Metro-Nashville Public Schools (TN)

East Baton Rouge Parish (LA)

Chesterfield County Schools (VA)

University of Nevada-Reno (NV)

Suffolk Public Schools (VA)

Highlands County School District (FL)

Washington University (MO)

University of Dallas (TX)

Embry-Riddle University (AZ)

Charlotte-Mecklenburg Public School (NC)

Pepperdine University (CA)

Grayslake Community High Schools 127 (IL)

Williamston County Schools (TN)

Randolph County Schools (NC)

Colquitt County Schools (GA)

Tulane University (LA)

Tarrant County College District (TX)

And More!!



Minidoka School District

CO-SOURCING OVERVIEW



Minidoka School District

From Outsourcing to Resourcing= “Co-Sourcing”

**PREPARED
FOR
MCSD:**



Minidoka School District



Outsourcing	Resourcing	Comments
100% of the program transitions immediately (turnkey program). Vendor program takeover.	Transition occurs over time, gradually, thoughtfully, naturally. No takeover.	Result: mixed workforce or community school consolidation to exclusive HES sites.
All client staff move to outsourcing company's payroll and benefits structure	All client staff remain on client pay and benefits. HES backfills via natural attrition	New hires receive HES wages and benefits
Loss or reduction in benefits, and/or pay	No loss or reduction in pay or benefits	Client employee situation is unchanged
Manager(s) replaced	Resourcing partner provides complementing management to work with school leaders	Managers work together, everyone wears the same co-branded uniform
All equipment and supplies provided	Equipment and supply provision is flexible, all, some, or none - client decides	Resourcing prefers new equipment to ensure productivity, good employee morale
Us vs. them culture: different uniforms, SOP, training, recognition, incentives	A One Team culture: same uniforms, resources, training, recognition, incentives and support	We succeed or fail together, shared success, shared responsibility
Client looks out for client, contractor looks out for shareholders = conflict	Both partners work to ensure mutual success, goal achievement = partnership	One team culture



Co-Sourcing Steps:

**PREPARED
FOR
MCSD:**

- Minidoka County School District Engages
Equalis/1GPA Cooperative to Finalize Decision
*HES is #1 Rated Provider thru Equalis/1GPA
- HES Retains District Employees Per Minidoka
Alignment Directives/APPA 3 Service Standards
- Operational Changes Gradual Per Board Timeline
- **“One-Team”** Culture Recruitment, Onboarding,
Training, Quality Assurance
- Sustained Long-term Success Achieved



Training For Careers NOT JUST JOBS

All new team members complete our rigorous, six-week intensive program:
Pathway to Success



Training Path to Success

At HES, we believe quality starts with our team members, and because of this, we are committed to hiring the right people and providing constant training. Our philosophy in training and development is to invest in our ladies and gentlemen, providing them with the skills and knowledge necessary for their success. Through education and trust, we can create a rewarding and appreciative workplace and "unlock" each team member's potential to achieve exceptional results.

Our leadership team is committed to supporting our staff and sharing the "Best Practices" that have made HES and will now provide you the environment to be successful.

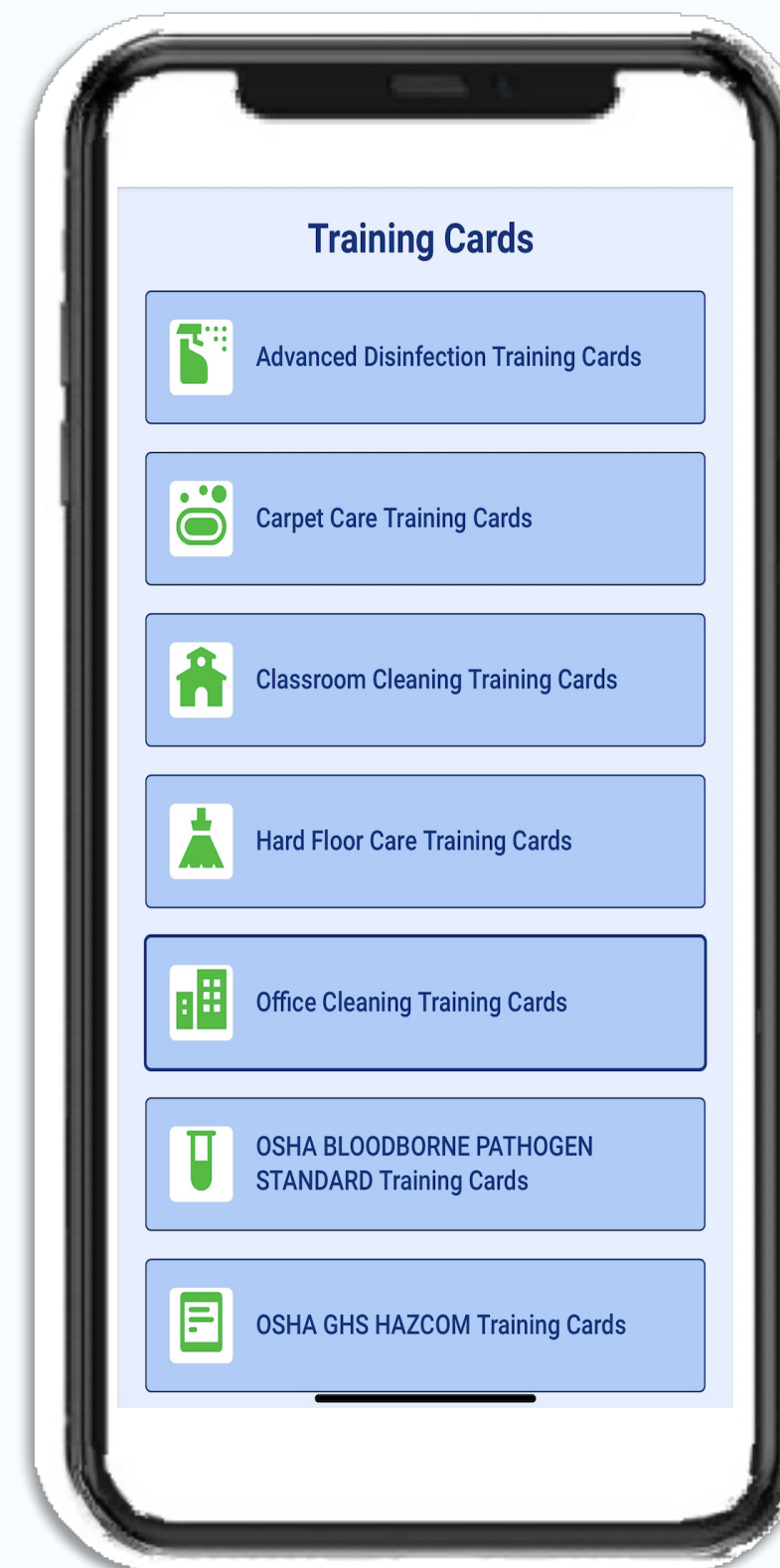
Over the next four days you will be led through a path that will provide the foundation of knowledge needed to be successful. You will notice a blended approach to training as you will complete online study material and tests as well as practical application of what you learned online.

DAY 1

- **Orientation Training – Before receiving a building assignment with your trainer**
 - ☐ Introduction to Management Team & trainer
 - ☐ HES Mission and Values Introduction
 - ☐ Customer Mission
 - ☐ New Hire Packet (Kwantek)
 - ☐ Benefits (Health, Life Insurance, Vacations/Holiday/Bereavement)
 - ☐ Uniform Procedures
 - ☐ Safety Training (SDS, PPE, BBP, Asbestos, Accident Policy, safety board introduction)
 - ☐ Emergency Procedures
 - ☐ Safety and Security
 - ☐ Harassment
 - ☐ Cell Phone/Electronics
 - ☐ Appearance, Professionalism & Customer Service
 - ☐ Attendance/Time Clock Procedures
 - ☐ Campus Specific policies (smoking, parking, etc.)
 - ☐ Campus Tour/Map

DAY 2

- **General Cleaning (Job Cards, Route Schedules, Specifications)**
 - ☐ Review Custodial Job Description / Job Cards / Safety expectations and PPE review
 - ☐ Clock in/out and Key Policy/Procedures
 - ☐ Custodial Closet Cleaning, Stocking, and Supply Procedures
 - ☐ Chemical Introductions and Preparation
 - ☐ Classroom/Auditorium Cleaning
 - ☐ Entries, Hallways & Lobbies
 - ☐ Office/Conference Room Cleaning
 - ☐ Elevator & Stairwell Cleaning
 - ☐ Restroom Cleaning and Sanitation
 - ☐ Water Fountain Cleaning
 - ☐ Sensor Vacuums and/or Equipment maintenance and use
- **Hard Surface Care**
 - ☐ Wet Floor Sign Usage and Removal
 - ☐ Dust Mopping and Wet Mopping
- Now to your assigned areas. We don't expect you to be perfect, but be open and receptive to feedback so you can continue to improve; we want to invest in you.



A Seamless Transition Process



Communication and Feedback

FACE-TO-FACE MEETINGS – Front Office Check-In Daily by HES Mgmt.

QUALITY INSPECTIONS – 10 Daily Per Manager

REPORT CARDS – Distributed Monthly to School Principals

BUSINESS VALUE REVIEWS – HES / SPS Stakeholders

TWICE-YEARLY CONVERSATIONS

TEAM MEMBER HIRING, TRAINING,
RETENTION & RECOGNITION

ANALYSIS OF KPI RESULTS

EVENT SERVICES SUMMARY

SPECIAL PROJECTS SUMMARY

'DRIVE TO ZERO' SAFETY REVIEW

SAMPLE BUSINESS VALUE REVIEW DATA



Report Card for Custodial Services
Month Being Surveyed March, Year 2021
(Please rate - A, B, C, D)

School Name: White Bluff Middle School

Entrance and Lobby

How would you rate the general appearance of your entrance and lobby?

A

Windows and Doors

Components - Are the windows and doors kept clean and shiny

A

Hallways Clean (Vacuumed if Applicable) and Floors Shiny

Components - General appearance, shine, corners, and edges swept, and free of debris

A

Cafeteria Clean

Components - Café floors clean and free of debris in the morning

A

Classrooms Cleaned

Components- Trash emptied, floor appearance, sinks cleaned, carpet cleaned, areas dusted

A

Dusting of Surfaces

Components- Surfaces dusted low and high in accordance with specifications

A

Restrooms Cleaned

Components- Floors cleaned, bright work cleaned, walls cleaned, sinks cleaned, toilets cleaned, high touch areas disinfected

A

Custodial Closets

Components - Custodial closet kept neat and clean

A

Consumable Supplies

Components - Soap and paper products at an adequate level and replenished regularly?

A

Management Responsiveness to Issues

Components- When you have an issue/request, does the Area Manager respond quickly and provide a resolution to your need?

A+

School Overall

How would you rate the overall general appearance of the school?

A

Comments:

The custodial services continue to improve. We receive many compliments on how clean our school is for its age. Thank you for a job well done.

Signature of Principal / District Representative

Jan Ford, Principal

Date

03/02/2021

www.hesfacilities.com



Why HES

1. MANAGEMENT EXPERIENCE

- Centuries of management and leadership experience in educational facilities management

2. CLIENT REFERENCES

- 97% client retention rate
- Robust list of completely satisfied education clients

3. PROVEN PROGRAMS

- Standardized work loading methodology
- Dynamic labor management – properly allocated resources
- Standardizing routing process, job cards, and reviews
- Business Value Reviews
- Quality Assurance Programs – Customer surveys, and inspection results



4. THE RIGHT CULTURAL FIT

- We understand that clean and functional facilities are critical to creating a positive in school experience for the students.
- We also realize that for some, a school may be the safest and cleanest place they go throughout their young lives.
- This is not something we take lightly!

5. EDUCATION IS OUR FOCUS

- Our commitment to education makes us the ideal fit
- **If chosen, we will NOT let you down**
- **WE ARE BUILT FOR THIS!**



Minidoka School District



HES FACILITIES MANAGEMENT YOUR TRUSTED PARTNER FOR EDUCATIONAL FACILITIES MANAGEMENT



Minidoka School District

