

**1. Capability and Experience**

Stitch It Canada’s Tailor Inc was established in 1989.  
 It remains Canada’s only national alterations service provider with over fifty locations across Canada including five in the Greater Vancouver area.  
 In 2020 Stitch It added professional dry cleaning and laundering services to our offerings designed to meet all garment and uniform care needs.  
 We have the privilege of servicing major corporations and essential public services, including 911 emergency services. Which include our references: Richmond Fire and Rescue, CBSA Metro, Pacific Safety Products, City of Calgary, Alberta Health Services.

**2. Capability and Experience: Provide your service address location:**

Main Service Location: Metropolis at Metrotown Shopping Mall - LOWER  
 4700 Kingsway,  
 Unit 1116  
 Burnaby, BC  
 V5H 4M1

**Fire Stations - Proximity to Stitch It Store location in Metropolis at Metrotown Shopping Mall  
 (For pick-up and drop-off of uniform garments)**

| Fire Station # | Address                   | Stitch It location     | Distance (KM) | Time       |
|----------------|---------------------------|------------------------|---------------|------------|
| 1              | 4867 Sperling Avenue      | Metropolis @ Metrotown | 4.9 km        | 7 minutes  |
| 2              | 7578 Edmonds Street       | Metropolis @ Metrotown | 4.8 km        | 6 minutes  |
| 3              | 6511 Marlborough Avenue   | Metropolis @ Metrotown | 0 km          | 1 minute   |
| 4              | 1600 Greystone Drive      | Metropolis @ Metrotown | 9.7 km        | 15 minutes |
| 5              | 4211 Hastings Street      | Metropolis @ Metrotown | 6.4 km        | 11 minutes |
| 6              | 3620 Brighton Avenue      | Metropolis @ Metrotown | 11.2 km       | 12 minutes |
| 7              | 3151 Gilmore Diversion    | Metropolis @ Metrotown | 4.8 km        | 7 minutes  |
| 8              | New Station – Address TBD |                        |               |            |
|                |                           |                        |               |            |

**Hours of Operation:**

Monday to Saturday: 10:00am – 9:00pm

Sunday: 11:00am – 7:00pm

360 Days a year

**Turnaround Service:** Services completed within our standard 3-day turnaround time.

**3. Service Methodology:**

Stitch It provides a wide range of professional garment/uniform care services tailored to meet the diverse needs of our customers.

- (a) Dry Cleaning:** Our expert team uses advanced techniques and eco-friendly solutions to ensure garments are impeccably cleaned, from delicate fabrics to everyday wear.  
*General Dry Cleaning:* (comprehensive cleaning for work uniforms: including pants, shirts, coats, tunics and ceremonial robes for military, law enforcement, and other specialized uniforms.
- (b) Laundry Services:** We offer full professional laundry services, ensuring your items are fresh, clean, and neatly folded. *Wash & Fold:* items washed, dried, neatly folded. *Shirt laundry & pressing* cleaning and pressing of garments and wrinkle free.
- (c) Alterations:** Hem adjustments, shortening of sleeves, waist adjustments, stitching, taking in or letting out seams, adjusting cuffs and collars. Adding or removing braids, insignias, emblems, and patches/ashes or crests.
- (d) Repairs:** Our garment repair service includes, but are not limited to replacing buttons, zippers, or snaps. Mending rips, tears, or loose seams. Patching worn fabric, reinforcing hems and edges. Re-stitching or tightening loose threads. Adjusting and replacing garment hardware (hooks, loops, etc.)
- (e) Specialty Item Care:** Fire retardant uniforms: (proper cleaning and maintenance of materials to preserve protective properties while ensuring durability and comfort. Preservation of performance fabric: (we use technics that ensure uniforms with moisture wicking, antimicrobial, Gore-Tex, Nomex or other technical fabrics retain their functional qualities after cleaning. Delicate handling of embellishments and Insignias: Careful cleaning and preservation of braids, patches, and insignias to maintain their appearance.
- (f)** 3D body measurements for protective/ballistic vests. Our 3D body scanning technology captures precise measurements of the body, allowing us to tailor protective/ballistic vests with unmatched accuracy ensuring the vest fits just right.

#### **4. Service Methodology:**

At Stitch It, we prioritize providing our customers with exceptional service and personalized care. To achieve this, we have a structured approach to managing our corporate partner's account, ensuring an experience with us that is seamless and efficient.

##### **(a) Personalize Profiles:**

Each corporate customer has a unique profile that includes your contact information, service history and preferences. To enhance the management of your account and streamline billing processes, we assign a unique bar code to your account. The bar code is designed for efficient tracking: The bar code allows us to accurately track all your orders, ensuring garments and services are properly accounted for from drop-off to pick-up. Faster Service: the bar code allows our store locations to expedite order processing, reducing wait times and enhancing the overall efficiency of our operations. Accurate billing: Helps automate billing, ensuring invoices are accurate and reflect the services provided. Eliminates errors and makes it easier to review transaction history.

(b) **Personalized Care:** City of Burnaby – Fire Department will be assigned to a dedicated Account Manager who will be your primary point of contact to ensure that all your needs are met promptly and efficiently. Including overseeing assurance program and escalation procedures to address lost or damaged goods. Escalation procedure to include Initial Assessment, Internal Investigation, Immediate Communication, Resolution Proposal, Escalation to Leadership and Follow-up

(c) **Order Tracking:** Through our automated text messaging notification service, Stitch it will notify employees of the City of Burnaby Fire Department via text message of the status of their items, ensuring they are always informed.

(d) In addition, BFD employees will receive a receipt/delivery slip with (name, type of garment, service performed and drop-off and pick up dates) when dropping off garments for service.

##### **(e) Service History:**

Our advanced POS system allows Stitch it to maintain detailed records of all services performed, which allows us to provide consistent care and make personalized recommendations based on your past preferences. (i.e., detailed reports on types of services received by garment/uniform type, by location, date, employee and total dollar expenditure by day, month year.

##### **e) Feedback and Improvement:**

Regular feedback helps us enhance our services. You will receive periodic surveys to share your thoughts, ensuring we continuously meet and exceed your expectations.

##### **f) Secure Payment Processing:**

Stitch it utilizes secure payment methods for your convenience, providing options for easy billing and transaction history access.

Monthly invoices include summaries of volumes and costs by location.

**5. Compliance to Specifications:**

We are pleased to confirm that Stitch It Canada's Tailor Inc. fully concur with the terms outlined in RFP #174-09-24 for City of Burnaby Dry Cleaning Services – Fire Department

**6. Price**

We are pleased to confirm that Stitch It Canada's Tailor Inc. fully concur with the use of the CPI to justify price increases for after the initial contract term.

**7. Value Added Offerings:**

Over the years, we have had the privilege of serving major corporations and essential public services, including 911 emergency services. This exposure has allowed us to refine our processes, ensuring precision, efficiency, and the capacity to meet the demanding requirements of large-scale operations. Our team is well-versed in managing high volumes while maintaining top-tier quality, no matter the size or urgency of the task.

At Stitch It Canada's Tailor, we are committed to delivering more than just dry cleaning – we offer a complete garment and uniform care experience. Our range of value-added services is designed to save you time, extend the life of your garments, and ensure they always look their best.

Here's what sets us apart:

- Hours of Operation; (Convenience)  
We're open 7 days a week. Members of City of Burnaby Fire Department have access to our services 7 days per week (convenient to employees on and off their shifts)
  
- 100% Satisfaction Guarantee (Service Promise)  
We stand behind the quality of our work. If you're not completely satisfied with the results, we'll re-clean your garments at no extra cost. In the rare event, any garment is damaged during the cleaning process due to our workmanship, we will pay the full replacement cost of the item to the City of Burnaby.
  
- VIP Express Service (Convenience)  
For those urgent occasions, our VIP Express Service guarantees same-day or next-day turnaround.
  
- Text Message Notification (Convenience)  
City of Burnaby Fire Department employees will be notified via text message when their garments/uniforms are ready for pick-up. Eliminating visits back to the store and garments not ready for pick-up.

- Bar code (Account Management Practices)  
Our bar-coding system ensures precise tracking from the time items arrive in our store until they are returned. Giving you peace of mind that uniforms are always in safe hands.
  
- Specialized reports detail (Account Management Practices)  
We provide deeper insight into your orders and track progress with our customized reports. These reports provide detailed analytics on garment care, cleaning trends, and more.
  
- Centralized & Consolidated Billing (Account Management Practices)  
Conduct business with one supplier/vendor eliminating the need to manage multiple vendors for uniform care services.
  
- Monthly invoices include summaries of volumes and costs by location.