

RFP-2510178 - Employee Workwear & Personal Protective Uniforms

Opening Date: May 30, 2025 12:00 PM

Closing Date: June 20, 2025 2:00 PM

Vendor Details

Company Name: Stitch it Alterations & Dry Cleaning Inc.
845 Harrington Court
Address: Burlington, ontario l7n3p3
Contact: Raj Rai
Email: rrai@stitchit.com
Phone: 778-239-7610
HST#:

Submission Details

Created On: Friday June 13, 2025 13:47:03
Submitted On: Friday June 20, 2025 13:50:23
Submitted By: Alex Leonov
Email: alexleonov@live.com
Transaction #: e3e8aa93-6972-4be1-bd66-b2b216e4e689
Submitter's IP Address: 147.243.254.112

Schedule of Prices

The Bidder hereby bids and offers to enter into the Contract referred to and to supply and do all and any part of the Deliverables called for in this bid, at the unit prices, and/or lump sums hereinafter stated.

*Denotes a "MANDATORY" field. Do not enter \$0.00 dollars unless you are providing the line item at zero dollars to the City.

If the line item and/or table is "NON-MANDATORY" and you are not bidding on it, leave the table and/or line item blank. Do not enter a \$0.00 dollar value.

Base Items: Initial Term - ending August 2027

Rates must be provided in Canadian funds, inclusive of all applicable duties and taxes except for HST, which will be in addition to the price quoted.

Rates quoted by the respondent must be all-inclusive, all insurance, all costs of delivery, and all other overhead, including any fees or other charges required by law.

The quantities indicated are estimated only and may be subject to change. The quantities are intended to be reflective of the annual requirements. The actual quantities under this contract are as & when required, with no fixed amounts implied or available.

Note: Unit pricing must remain fixed until the end of the first year of the initial term. For orders placed after August 31, 2026, the prevailing list prices in effect at the time of the order will apply, along with the discount specified in this bid (calculated based on the Manufacturer's Suggested Retail Price). Any changes to these prices must be communicated to the City within 5 calendar days and are subject to the City's review and acceptance.

Item #	Category	Description	Unit of Measure	Estimated Annual Quantity	Manufacture/Brand Name *	Model/Style # *	List Price *	Discount % off List Price *	Unit Price	Extended Price
1.M	Standard Work Uniforms	Men's golf shirts, without pocket, collared Colour: Black or Grey	Each	100	Gildan	8800	\$24.9900	20	\$ 19.99	\$ 1,999.00
1.W	Standard Work Uniforms	Women's golf shirts, without pocket, collared Colour: Black or Grey	Each	10	AllPro	62800L	\$37.4900	20	\$ 29.99	\$ 299.90
2. M	Standard Work Uniforms	Men's T-shirts Colour: Black or Grey	Each	500	Gildan	8000	\$12.4900	20	\$ 9.99	\$ 4,995.00
2.W	Standard Work Uniforms	Women's T-shirts Colour: Black or Grey	Each	25	Gildan	2000L	\$12.4900	20	\$ 9.99	\$ 249.75
3	Standard Work Uniforms	Nylon Waterproof Spring Jacket w/ Reflective Colour: Black or Lime	Each	50	Adrenaline	Iso-Viz Waterproof	\$129.9900	50	\$ 65.00	\$ 3,250.00
4	Standard Work Uniforms	Sweat Shirt 1/4 zip Fleece Pullover Colour: Black or Grey	Each	50	Gildan	SF008	\$49.9900	20	\$ 39.99	\$ 1,999.50
5	Standard Work Uniforms	Full Zip Hooded Sweatshirts Colour: Black	Each	75	Gildan	G186	\$43.7400	20	\$ 34.99	\$ 2,624.25
6	Standard Work Uniforms	Long Sleeve Work Shirt Colour: Khaki	Each	25	Trimark	17744	\$44.9900	0	\$ 44.99	\$ 1,124.75
7	Standard Work Uniforms	Dress Shirt - Long & Short Sleeve Colours: White or Medium Blue or Light Blue	Each	10	Trimark	17744 & 17745	\$44.9900	0	\$ 44.99	\$ 449.90
8	Standard Work Uniforms	Cool works - Ventilated Zip-up All-seasons Work Pants Colour: Navy	Each	50	Coolworks	CW2-NVR	\$109.9900	0	\$ 109.99	\$ 5,499.50
9	Standard Work Uniforms	Baseball Cap (Trucker Style) Colours: Black and Beige	Each	200	Yupoong	6606	\$12.4900	20	\$ 9.99	\$ 1,998.00
10	Standard Work Uniforms	Winter Toque Colour: Black and Orange	Each	250	AJM	0530M	\$12.4900	20	\$ 9.99	\$ 2,497.50
11	Standard Work Uniforms	Women's Lightweight Work Dungarees Black or Brown	Each	10	Dickies	FB206	\$95.6200	20	\$ 76.50	\$ 765.00
12	Standard Work Uniforms	Men's Work Dress Pants Colour: Black or Grey	Each	25	Big Bill	1947	\$60.6500	20	\$ 48.52	\$ 1,213.00
13	Standard Work Uniforms	Cargo Work Pants Summer - Unisex Colour: Black	Each	200	Big Bill	3085	\$57.0000	20	\$ 45.60	\$ 9,120.00
14	Standard Work Uniforms	Cargo Work Pants Winter-Unisex Colour: Black	Each	100	Big Bill	2147	\$98.7500	20	\$ 79.00	\$ 7,900.00

Summary Table

Bid Form	Amount
Base Items: Initial Term - ending August 2027	\$ 138,770.95
Total Amount (Exclusive of Taxes):	\$ 138,770.95

Specifications

Bidder Information

The bidders name entered in this form must be the full legal name. If the bidder is successful, the legal company name will be confirmed by doing a corporate search and will be the name used for the contract, insurance, and WSIB documents at the time of contract award.

Description	Response
Full Legal Name of Bidder. Include "Operating As" Business Name, if applicable.	Stitch It Canada's Tailor Inc.
Primary Address including Street Name and Number, City, Province, and Postal Code	845 Harrington Court Suite 100A Burlington, ON L73 3P3
Address for Issuing PO and Remittance of Payment (If different from above)	
Name of Signing Officer who has the Authority to Bind the Respondent Company	Taimoor Jamil
Title of Signing Officer who has the Authority to Bind the Respondent Company	CEO
Email Address of Signing Officer who has the Authority to Bind the Respondent Company	tjamil@stitchit.com
Name of 2nd Signing Officer who has the Authority to Bind the Respondent Company (if applicable)	
Title of 2nd Signing Officer who has the Authority to Bind the Respondent Company (if applicable)	
Email Address of 2nd Signing Officer who has the Authority to Bind the Respondent Company (if applicable)	
HST Number	877439000-RT0001
Bid Contact Name	Raj Rai
Contact Title	Sr. Manager of Business Development
Contact Phone Number	7782397610
Contact Cell Number	7782397610

Mandatory Technical Requirements: Workwear Specifications

Where minimums are specified, the item(s) must meet or exceed the specified capacity, size, and performance. Indicate conformance to the specifications and describe any deviations. Submissions may be disqualified if they fail to meet the required minimum requirements. When evaluating compliance with specifications, the city, at its sole discretion, reserves the right to waive minor nonconformance provided it does not compromise the intended use of the equipment.

Instructions for Compliance:

- **EXCEEDS:** Select this if supplying garments that exceeds the mandatory technical requirements, and provide a description of how and why it exceeds the stated specifications.
- **MEETS:** Select this if supplying the exact specifications indicated.
- **DOES NOT MEET:** Select this if not supplying the required specifications, and describe what alternative specification is being proposed and why it would still meet the functional requirements.

Bidders are required to upload all technical details, such as build specifications, line sheets, or photos, in the Document Upload Section to allow a thorough review of the items bid and confirm that the item(s) quoted meet or exceed the minimum technical requirements.

Note: Items classified as "Hi-Visibility" workwear must include bright, two-tone 3M reflective stripes as applicable that comply with CSA Z96:22, the Canadian Standards Association standard for high-visibility safety apparel, and meets Ontario OHS Regulation 213/91.

Line Item	Category	Description	Minimum Material Composition	Compliance *	Provide details and describe any deviations to specifications *
1	Standard Work Uniforms	Long/Short Sleeve Workshirts	100% cotton or high-quality blend equivalent, classic/standard fit	Meets	Trimark short- and long-sleeve workshirts in white, light blue, and khaki, made of high-quality 65% polyester / 35% combed cotton twill, 145 g/m ² (4.3 oz/yd ²).
2	Standard Work Uniforms	T-shirts	100% cotton or high-quality blend equivalent, classic/standard fit	Meets	Gildan DryBlend G8000 T-shirt in a classic fit, made of 50% cotton / 50% polyester, 5.5 oz/sq yd preshrunk jersey knit with moisture-wicking properties. Gildan 2000L ladies' Ultra Cotton® T-shirt in white, 6.0 oz/sq yd; made of 100% cotton (90/10 cotton/poly for Sport Grey; 50/50 cotton/poly for Dark Heather).

3	Standard Work Uniforms	Golf shirts	100% cotton or high-quality blend equivalent, classic/standard fit, moisture wicking, wrinkle resistant	Meets	Gildan 8800 Adult Sport Polo Shirt with DryBlend, Moisture-Wicking Capability made of 50% Cotton / 50% polyester, 9.4 oz AllPro 62800L - Women's Pique Polo with wrinkle-resistant Capability, shaped standard fit, made of high-quality 65/35 poly/cotton blend, 6.0 oz
4	Standard Work Uniforms	Summer cargo pants	Durable 100% cotton or high-quality blend equivalent, belt loops, side pockets, expandable where available	Meets	Big Bill - 3085 Big Flex Cargo Pants with Stretch Expandable capability made of high-quality blend of 75% polyester, 22% cotton and 3%spandex
5	Standard Work Uniforms	Vented/Zip-up All-seasons Workpants	Durable premium mixed/blend materials	Meets	Coolworks Men's Ventilated Poly Cotton Work Pants constructed with practical cooling design. Coolworks® offers moisture-wicking, wrinkle and fade resistant 65% polyester/35% cotton ripstop fabric. These cargo-style pants come with colour-coded, zip-on/off leg covers that are easily stowed in the large cargo pockets.
6	Standard Work Uniforms	Sweatshirt 1/4 zip Pullover	100% cotton or high-quality wool-acrylic/fleece blend equivalent, soft, warm	Meets	High Quality Equivalent Gildan SF008 - Unisex Softstyle Midweight Fleece Quarter-Zip Sweatshirt, 8.4 oz.80% ring-spun cotton, 20% polyester. Softstyle midweight fleece features a cozy, brushed partially recycled interior and a 100% ring spun cotton face
7	Standard Work Uniforms	Full Zip Hooded Sweatshirts	100% cotton or high-quality blend equivalent, soft and structured	Meets	Gildan G186 Ultra Comfort Heavy Blend full-zip hoodie, made with pill-resistant air jet yarn, 50% cotton / 50% polyester, 13.3 oz
8	Standard Work Uniforms	Winter cargo pants	Durable 100% cotton or high-quality blend equivalent, belt loops, side pockets, expandable where available	Meets	Tough Duck Men's Fleece Lined Flex Twill Cargo Pant WP06 made of flex twill (98% cotton, 2% spandex) and 100% polyester polar fleece lining. Expandable, with belt loops, and side pockets.
9	Standard Work Uniforms	Baseball Cap (Trucker Style)	65% polyester and 35% cotton or high-quality blend equivalent	Meets	The Yupoong 6606 is a Retro Trucker Hat made of a blend of 47/25/28 cotton/polyester/nylon front and 100% polyester mesh back. It is adjustable with a plastic tab closure pre-curved visor
10	Standard Work Uniforms	Winter Toque	100 % acrylic or high-quality blend equivalent, soft, warm	Meets	AJM 0530M - Acrylic Cuff Toque, Rib knit in Black and Orange features classic rib knit design that offers both comfort and durability, crafted from high-quality acrylic, ensuring a snug fit that retains its shape over time, it provides excellent insulation while maintaining a lightweight feel.
11	Hi-Visibility Workwear	Long/Short Sleeve T-shirts	100% cotton or high-quality blend equivalent, classic/standard fit	Meets	CX2 Hivis S05990 - Optimum Cotton Hivis Short-Sleeve T-shirt meets CSA Z96 requirement. Composition: 100% Cotton Jersey. Standard Fit.
12	Hi-Visibility Workwear	Summer Bomber Jackets	100% cotton or high-quality blend equivalent	Meets	We believe this should say "Winter Bomber Jackets" due to discrepancy with requested winter jackets in the items list. Either way, we are able to fulfill either winter or summer options. AGO #HV-521 meets CSA Z96 Class 2 Level 2 requirement. Composition: 100% pre-shrunk cotton. Stain and water repellent.
13	Hi-Visibility Workwear	Summer Bibs Overalls	100% cotton or high-quality blend equivalent	Meets	AGO #HV-701 meets CSA Z96 Class 2 Level 2 requirement. Composition: 100% pre-shrunk cotton. AGO #PL-140 meets OHS A 213/91 requirement. Composition: 100% pre-shrunk cotton.
14	Hi-Visibility Workwear	Flame Resistant Safety Orange Winter Park	Durable premium mixed/blend materials, 100% waterproof, insulated	Meets	Atlas Guardian® FR/AR Parka 24914OR meets CSA Z96 Class 2 Level 2 & OHS A 213/91 Sec 69.1 (4) requirements. Waterproof. Composition: Shell: 8oz. 88% Cotton 12% Nylon; Lining: 7oz. 100% FR Cotton
15	Hi-Visibility Workwear	Winter Bib Overalls	Durable 100% cotton or high-quality blend equivalent, quilted	Meets	CX2 Hivis P01255 - Cabover Hi-Vis Insulated Overalls meets CSA Z96 requirement. Composition: 100% polyester oxford fabric, impressive 3000 mm waterproof rating and a 3000 gsm breathability rating. For warmth, the overalls are equipped with 200 gsm 100% polyester insulation.
16	Hi-Visibility Workwear	Orange Safety Fleece Hoodie	100% cotton or high-quality wool-acrylic/fleece blend equivalent, soft, warm	Meets	Atlas Guardian® FR/AR Hoodies meets CSA Z96 Class 2 Level 2 & OHS A 213/91 Sec 69.1 (4) requirements. Comes with Detachable Hood. Composition: Pre-shrunk 100% Cotton.
17	Hi-Visibility Workwear	Flame Resistant Safety Orange 3 in 1 Winter Parka	Durable premium mixed/blend materials, 100% waterproof, insulated	Meets	Atlas Guardian® FR/AR 3-in-1 Parka meets CSA Z96 Class 2 Level 2 & OHS A 213/91 Sec 69.1 (4) requirements. Waterproof. Includes Shell Jacket, Fleece Hoodie and Hoods for Both Garments. Fleece Hoodie Zipper Zips Into Shell Jacket Layer. Shell Jacket Composition: Shell: 8oz. 88% Cotton 12% Nylon; Lining: 7oz. 100% FR Cotton; 2' Solid Silver Reflective Striping. Fleece Hoodie Composition: Pre Shrunk 11oz. 100% Cotton
18	Hi-Visibility Workwear	Flame Resistant Safety Orange - Bomber Jacket	Durable premium mixed/blend materials, 100% waterproof, insulated	Meets	Atlas Guardian® FR/AR Bomber Jacket meets CSA Z96 Class 2 Level 2 & OHS A 213/91 Sec 69.1 (4) requirements. Waterproof with built in wind barrier. Composition: Shell: 8oz. 88% Cotton 12% Nylon; Insulation: 14oz. FR Modacrylic Lining; Lining: 7.5oz. 100% FR Cotton

19	Hi-Visibility Workwear	Flame Resistant Winter Insulated Vest	88% Cotton (12% high tenacity yarn) or high-quality blend equivalent, quilted	Meets	Atlas Guardian® FR/AR Insulated Vest meets CSA Z96 and other requirements. Composition: Shell: 8oz. 88% Cotton 12% Nylon; Insulation: 14oz. FR Modacrylic Lining; Lining: 7.5oz. 100% FR Cotton
----	------------------------	---------------------------------------	---	-------	---

Mandatory Service Level Requirements

Where minimums are specified, the item(s) must meet or exceed the specified capacity, size, and performance. Indicate conformance to the specifications and describe any deviations. Submissions may be disqualified if they fail to meet the required minimum requirements. When evaluating compliance with specifications, the city, at its sole discretion, reserves the right to waive minor nonconformance provided it does not compromise the intended use of the equipment.

Instructions for Compliance:

- **EXCEEDS:** Select this if providing service that exceeds the mandatory technical requirements, and provide a description of how and why it exceeds the stated specifications.
- **MEETS:** Select this if supplying the exact specifications indicated.
- **DOES NOT MEET:** Select this if not supplying the required specifications, and describe what alternative specification is being proposed and why it would still meet the functional requirements.

Line Item	Description	Minimum Service Level	Compliance *	Provide details and describe any deviations to specifications *
1	Delivery: Stock items	within 14 calendar days from the measurement date	Meets	Stitch It can provide a quick turnaround for all in-stock items from measurement to delivery, thanks to on-hand inventory from trusted and long-standing suppliers, in-house alteration and embroidery services, and dedicated delivery vans in the GTA. We consistently exceed our scheduled delivery KPIs over 98% of the time.
2	Delivery: Back-ordered items	within 6–8 weeks	Meets	StitchIt guarantees delivery of back-ordered items within 6–8 weeks, relying on trusted suppliers who can expedite delivery if needed. In addition, StitchIt has contingency plans in place for every item, including access to second and third suppliers, ensuring continuity and reliability of supply.
3	Order Delivery/Shipping Charges	Included	Meets	All quoted prices include delivery to City of Richmond Hill Operations Centre.
4	Returns & Exchanges: Credit Issuance	within 2 calendar days.	Meets	In accordance with the RFP, StitchIt will accept all returns and exchanges within 2 calendar days and issue a credit accordingly.
5	Returns & Exchange: damaged, defective, or unacceptable garments	within 2–3 calendar days	Meets	In accordance with the RFP, StitchIt will accept returns and exchanges within 2-3 calendar days. There will be no additional charges for replacements due to damaged or defective items, or if items do not fit properly.
6	Returns & Exchange: improper fit due to measurement errors or manufacturing defects	within 15 calendar days.	Meets	In accordance with RFP, StitchIt will fully cover returns and exchanges resulting from measurement errors or manufacturing defects. Replacement items will be delivered within 15 calendar days.
7	Returns & Exchange: City Returns/Re-stocking Charges	Included	Meets	In accordance with RFP, returns and exchanges due to errors on the City's part will be accepted and processed. Please note that fees may apply, particularly if the garment has been altered or embroidered.
8	Rush Order: replacement of garment due to incorrect size, colour, construction, style, or specification)	within 2–3 calendar days	Meets	In accordance with RFP, where possible, rush orders for replacement garments due to incorrect size, color, construction, style, or similar issues will be placed at no additional cost to the City. StitchIt will cover all shipping charges for both the return and replacement, except where the error was caused by the City.
9	Discontinued Garments: City Notification	within 5 calendar days	Meets	StitchIt commits to informing the City within five (5) calendar days if any items are discontinued.
10	Customer Support: payment, delivery, or quality/order issues	within 2 calendar days.	Meets	With more than 35 years of delivering top-quality service in Canada, including enterprise-level and government-related contracts, StitchIt takes pride in offering a dedicated customer support line during regular business hours. Our main office is always happy to help with any issues including payment, delivery, or quality/order issues. There will also be one dedicated account manager assigned for the contract.
11	Service: embroidery of crests or application of silkscreen logos	Included	Meets	In accordance with the RFP, StitchIt acknowledges that all pricing includes the option to add a City of Richmond Hill embroidery or silk-screen logo on any supplied items, as specified in Attachment C – City Brand Guidelines. StitchIt has extensive experience servicing all types of uniforms with customized embroidery, patchwork, and logos, backed by specialized equipment and the expertise required to execute these services effectively.
12	Service: measurement/fitting sessions, follow-up service to verify proper fit and to complete any required alterations where applicable	Included	Exceeds	Measuring, fitting, and alterations are at the heart of StitchIt's expertise, and we take pride in delivering these services with unmatched professionalism. Our team excels at tailoring garments to fit all body types perfectly. We understand that in-person fitting sessions and follow-up sessions will be arranged between StitchIt and the City as needed, and we have dedicated professionals available to conduct these fittings on-site. Additionally, StitchIt is pleased to offer its new proprietary Choozrai app, which allows users to perform virtual fittings from anywhere, making the uniform ordering process faster and more convenient.

Rated Criteria: F.1 Experience and Qualifications

Provide a description of your organization including the following details:

Line Item	Company Overview	Response *
1	<ul style="list-style-type: none"> Number of years in business. The City prefers companies with at least 3 years of relevant experience. Companies with less than 3 years of experience may receive lower scores during the evaluation process. Legal Structure of the Bidder: Corporation / Sole Proprietor / Partnership / Other 	<p>Corporate Profile and Organizational Structure: Legal Name: Stitch It Canada's Tailor Inc. Head Office: 845 Harrington Ct. Suite 100A, Burlington, ON Ownership: Privately owned Canadian company Years in Business and Relevant Experience: 35+ years providing alterations, clothing and uniform maintenance, and custom uniform solutions in retail locations and B2B.</p>
2	<ul style="list-style-type: none"> Names and Titles of the Officers, Partners, Principal Total number of employees 	<p>Key Executive: Taimoor Jamil, President & CEO Number of Employees: 150+</p>
3	<p>State how well your firm's core work aligns with the scope of the deliverables. Highlight any unique aspects that set your firm apart from competitors.</p>	<p>StitchIt's core work is fully aligned with the scope of the City of Richmond Hill Employee Workwear & Personal Protective Uniforms RFP-2510178 to delivery high-quality protective uniforms with additional services of custom fittings, alterations, and embroidery on as needed basis. For over 35 years, we have specialized in providing professional laundry, repair, and delivery services for workwear across Canada, including flame-resistant and high-visibility garments used in challenging environments. Our long-standing experience supporting large, multi-site clients — such as Toronto Hydro, for example — has honed our ability to deliver seamless, end-to-end solutions with precision and reliability.</p> <p>What sets StitchIt apart is our deep understanding of the critical role that properly maintained workwear plays in employee safety and operational efficiency. We utilize advanced garment tracking systems, have dedicated fitting and alteration specialists, and offer proprietary technology like the Choozrai app, which allows for convenient, accurate virtual fittings. These capabilities, combined with our proven commitment to quality, service, and innovation, enable us to exceed the City of Richmond Hill's requirements and provide a tailored solution that delivers long-term value.</p>
4	<p>Explain briefly how your firm's capacity and resources line up with the contract requirements.</p>	<p>StitchIt's capacity and resources are well-aligned with the contract requirements. We have long-standing relationships with trusted suppliers of both hi-visibility/FR protective clothing and Standard Uniforms , ensuring a reliable supply of quality garments. Our team is highly experienced in value-added custom fittings and alterations — including servicing FR protective uniforms — and we have a dedicated customer service team to support seamless program execution. In addition, StitchIt can provide in-house customization, such as embroidery, to any garment, and operates a dedicated delivery network across the GTA, ensuring timely, efficient service to the City of Richmond Hill.</p>

Rated Criteria: F.2 Order Processing and Delivery

Provide details of your organization's capability on the following:

Line Item	Criteria	Questions	Response *
1	Inventory Management:	Describe your company's current approach to managing inventory levels for workwear. What systems, tools, or processes do you use to forecast demand, track stock, and ensure product availability? How do you maintain adequate supply for large or ongoing orders?	<p>StitchIt manages inventory levels for workwear through a combination of reliable supplier partnerships, internal systems, and proactive planning. We work with trusted suppliers who offer robust stock programs, enabling us to provide comprehensive, value-added distribution solutions that integrate both supply and service — an approach well-suited to the needs of larger organizations. These partnerships allow us to offer clients access to extensive product catalogues, while our contingency plans ensure alternative sourcing options are always available should the need arise.</p> <p>Internally, StitchIt uses an in-house POS system to monitor inventory levels and track multiple variables critical to our operations. This system includes garment tracking linked directly to individual employee profiles or individual fitting measurement profile, ensuring accuracy in alterations and point of delivery. In addition, our dedicated team of account managers and analysts can actively support inventory forecasting and supply planning with our suppliers, ensuring smooth, uninterrupted service for the City of Richmond Hill.</p>
2	Logistics and Distribution:	Explain how your logistics operations support timely and reliable delivery of workwear. Please outline your distribution network, including warehouse locations, shipping methods, and the role of third-party carriers if applicable. How do you plan and coordinate deliveries to meet specific client needs or schedules?	<p>With over 55 locations nationwide — including more than 30 in Ontario — StitchIt operates a robust and highly coordinated logistics network. At its core is our main logistics hub in Burlington, which supports both our retail locations and dedicated delivery operations throughout the Greater Toronto Area. We currently operate three delivery vans and have established relationships with trusted third-party carriers to supplement or expand our capacity as needed, ensuring both efficiency and reliability.</p> <p>Each order is managed through our proprietary logistics software, allowing us to fulfill deliveries efficiently and to track each order's status in real time — from order placement and fitting, to alterations, embroidery (if applicable), and final delivery. This end-to-end visibility enables StitchIt to plan and coordinate deliveries precisely, accommodating specific client needs and schedules while maintaining a seamless, dependable service experience.</p> <p>Summary: 1) Every garment is scanned and can be linked to an employee profile or purchase order; 2) Pickups and deliveries are timestamped and documented; 3) Reports are available in real-time and can be accessed via a secure client portal.</p>
3	Meeting Delivery Commitments and Handling Issues:	What steps does your company take to ensure delivery timelines are consistently met? Describe any internal procedures, performance metrics, or team roles responsible for managing delivery performance. If a product is on back order or a delivery issue arises, what processes are followed to communicate with the client and resolve the situation?	<p>StitchIt closely monitors all shipping and logistics-related KPIs, including on-time delivery performance, and has a strong track record of consistently meeting or exceeding these targets. Oversight of delivery and logistics is led by our Director of Operations and his team, ensuring seamless execution across every order.</p> <p>Each client is assigned a dedicated Account Manager who serves as the primary point of contact, providing personalized support and proactive communication throughout the process. In the event of a back-ordered item or any delivery issue, we adhere to our established operational SOPs — notifying the client promptly, presenting viable solutions, and working diligently to resolve the matter professionally and transparently.</p>

Rated Criteria: F.3 Sizing and Fit

Provide a clear, step-by-step description of your organization's process of the following:

Line Item	Criteria	Description	Response *
1	Measurement Sessions:	Explain how you will schedule individual measurement sessions for each employee at mutually convenient times with the City to ensure proper fit and appearance.	<p>StitchIt will work closely with the City of Richmond Hill to schedule individual fitting sessions at times that best suit the City's operational needs. Our dedicated Account Manager will coordinate these appointments and arrange for trained fitting specialists to visit the Richmond Hill Operations Centre. Each fitting will take approximately 10–15 minutes, and we will organize a structured schedule to minimize employee wait times.</p> <p>For large annual orders, we can block off a full day to accommodate multiple fitting appointments, supplemented by shorter fitting sessions throughout the year as required. We will also confirm with the City if a dedicated space is available for fittings, or alternatively, provide a portable fitting station. To respect employee comfort and privacy, we can accommodate requests for gender-matched fitting specialists. In addition to in-person appointments, StitchIt is pleased to offer virtual fitting options using our proprietary Choozrai app, providing a convenient and flexible solution for ongoing or remote fitting needs.</p>
2	Gender-Specific Clothing:	Confirm that all garments provided will be gender-specific with no individual modifications.	Where applicable, all garments will be offered in gender-specific styles as indicated in the item list or product catalogue available to the City. Please note that some workwear items, due to their technical design and performance requirements, may only be available in a unisex style. In such cases, while gender-specific options may not be offered, alteration services will be available to ensure a proper fit for every employee. No individual modifications will be performed (other than potential alterations if requested by any employee).
3	Alteration Process:	Detail how you will address and complete any necessary alterations within the specified timelines.	Once fittings have been completed, StitchIt will order the appropriately sized garments from its suppliers and carry out any necessary alterations at one of its dedicated alteration facilities. Each item is then individually packaged and shipped to the City. In the event an item needs to be returned for additional alterations, StitchIt will arrange for pickup and follow the same streamlined process. Most alterations are completed within 48 hours of the garment's arrival at our facility, ensuring a quick turnaround and timely delivery.

Company Ability and Experience Form

Provide information on contracts of similar scope in this class of work that were undertaken in the last 5 years. Experience attributed to, or gained through, former employment, partnerships, corporations (whether or not affiliated or otherwise associated with the Bidder), or joint ventures will not be accepted by the City. The City reserves the right to contact references and verify the information provided. Bidders who cannot provide this, may be deemed not suitable and as such, may not be awarded the contract.

Projects *	Company Name *	Contact Name *	Contact Phone Number *	Contact Email Address *	Approximate Value *	Goods/Services Description (Include Project Name & Scope Details) *	Date (s) *
------------	----------------	----------------	------------------------	-------------------------	---------------------	---	------------

Projects: Alterations	lululemon Athletica (Canada)	Alpha NB Senior Manager, Retail Product Operations	1 604-732-6124	ang@lululemon.com	\$2M/per annum (\$20M lifetime/still ongoing-10 years)	<p>lululemon Athletica Project: Alterations and Repairs</p> <p>Stitch it provides pant hemming and garment repair services to 55 lululemon locations across Canada, supporting their commitment to exceptional guest experience and brand standards.</p> <p>Our team of professional tailors is held to strict quality workmanship standards, ensuring each alteration maintains the integrity, style and performance of lululemon garments. Service includes:</p> <p>Pant Hemming: Performed to customer-specified lengths while preserving original garment construction and design.</p> <p>Garment Repair: Includes restitching, minor seam repairs, and other small fixes to extend garment life and maintain visibility.</p> <p>Stitch it operates on a 24-hour turnaround time model, ensuring that all services are completed quickly and returned to their stores efficiently. Our reliable and consistent execution supports lululemon's in-store operations and helps deliver a seamless and premium guest experience.</p> <p>Stitch It was able to work over 140,000 units for lululemon in 2024, due to its expert tailors, seamless logistics and commitment to our customers.</p>	2015-Present
Project: Uniform Support for City of Calgary	City of Calgary	Todd Daniels Sr. Procurement Manager	+1 403-268-5174	Todd.Daniels@calgary.ca	\$375,000/per annum (\$3.5M Lifetime/still ongoing-14 years)	<p>Project: Uniform Support for City of Calgary</p> <p>Uniform alterations for (Fire, Transit and Water services)</p> <p>Stitch it provides uniform alteration services required to support employees of the Fire Department, Transit Authority, and Water Services. These services ensure that uniforms are professionally tailored, functional, and meet safety and operational standards specific to each department.</p> <p>We must adhere to the following service standards and requirements.</p> <p>All alterations must comply with applicable industry and departmental standards (e.g. NFPA for fire services, ANSI for visibility garments)</p> <p>Turnaround Times: Standard alterations within 5-7 business days; rush service available within 48 hours when required</p> <p>Logistics: Pick up and delivery services to uniform depots, central offices, or specified drop-off points</p> <p>Tracking: Each garment must be traceable through a tagging or barcode system</p> <p>Expertise: Alterations must be performed by skilled tailors experienced in uniform and workwear tailoring, including flame-resistant and specialty fabrics</p> <p>On-site or scheduled employee fitting sessions</p> <p>Emergency or expedited services for critical events or deployments</p>	2011-Present

Project: PPE x Stitch It Canada Government of Canada – National PPE Response	Confidential Healthcare Network (signed NDA)	Available Upon Request (NDA)	Available Upon Request (NDA)	Available Upon Request (NDA)	\$2.1M (one time project)	<p>Project: PPE x Stitch Canada (Medical Gowns + Boot Covers)</p> <p>Goods and Services Description: Medical Gowns and Boot Covers</p> <p>At the peak of the COVID-19 pandemic, Stitch It was called on to deliver essential personal protective equipment for hospitals and healthcare workers across the country. Over the course of six months, we procured and manufactured 100,000 boot covers and 800,000 Level 2 and Level 3 medical gowns. This effort was carried out during a time of global supply shortages and urgent national demand.</p> <p>Our team led the project from end to end. We sourced medical-grade materials in a disrupted global market, oversaw production across multiple domestic sites, and managed tight logistics to ensure on-time delivery. Every unit was tested to meet or exceed rigorous standards, including ASTM F1670 and F1671 for gown performance and ISO 16603 and 16604 for barrier protection.</p> <p>The project required us to maintain a failure rate of no more than 0.02 percent. To meet that threshold, we implemented strict quality assurance protocols and ran continuous testing throughout the production cycle. Each batch underwent lab testing for synthetic blood penetration resistance and viral barrier protection to ensure full compliance with Health Canada and FDA guidelines.</p> <p>Despite the complexity and pressure, we delivered all products on time, fully compliant, and with a quality rating well within the accepted limits for medical PPE. This project reflects our ability to move fast, manage risk, and deliver when it matters most.</p> <p>GOWNS 4 SIZES S/M/L /XL BOOTIES 3 SIZES S/M/L</p>	2020-2021
---	--	------------------------------	------------------------------	------------------------------	---------------------------	---	-----------

Documents

It is your responsibility to make sure the uploaded file(s) is/are not defective or corrupted and are able to be opened and viewed by the City. If the attached file(s) cannot be opened or viewed, your Bid Call Document may be rejected.

Please note only one (1) file can be attached per uploaded section provided below. If you have multiple files you will need to zip them into a compressed folder and upload the zipped folder and/or you will need to merge your multiple PDF's into one PDF if working with PDF documents.

It is the Bidders responsibility to make sure uploaded files are not defective or corrupted and are able to be opened and viewed they the City. Please review the Bid document carefully to ensure your documents provide all the required details and information.

- [Technical Details. \(See Mandatory Technical Requirements\) Brochures, specifications or lines sheets which confirms that bid meets or exceeds the minimum technical requirements](#) - Richmond Hill RFP-2510178.pdf - Friday June 20, 2025 13:40:14
- [F.3 Sizing and Fit - Men's Size Chart](#) - Richmond Hill RFP-2510178 - Men Sizing Chart Example.pdf - Friday June 20, 2025 13:41:44
- [F.3 Sizing and Fit - Women's Size Chart](#) - Richmond Hill RFP-2510178 - Womens Sizing Chart Example.pdf - Friday June 20, 2025 13:40:49

Addenda, Terms and Conditions

1. Acknowledgement of Non-Binding Procurement Process

The bidder acknowledges that this bid process will be governed by the City's Procurement By-law and that, among other things, such terms and conditions confirm that this procurement process does not constitute a formal legally binding bidding process, (and for greater certainty, does not give rise to a Contract A bidding process contract), and that no legal relationship or obligation regarding the procurement of any good or services will be created between the City and the bidder unless the City and the bidder execute a written agreement for the Deliverables or issues a Purchase Order that is accepted by the successful bidder.

2. Ability to Provide Deliverables

The bidder has carefully examined the bid documents and has a clear and comprehensive knowledge of the Deliverables required. The bidder represents and warrants its ability to provide the Deliverables for the rates set out in its submission.

3. Non-binding Price

The bidder has submitted its pricing in accordance with the instruction in the bid document. The bidder confirms that the pricing information provided is accurate. The bidder acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its submission or its eligibility for future work.

4. Addenda

The bidder is deemed to have read and taken into account all addenda issued by the City prior to the deadline for submission. The onus is on the bidder to make any necessary amendments to their submissions based on the addenda.

5. No Prohibited Conduct

The bidder declared that it not not engaged in any conduct prohibited by this bid request.

6. Disclosure of Information

The bidder hereby agrees that any information provided in their submission, even if it is identified as being supplied in confidence, may be disclosed, where required by law or by order of a court or tribunal. The bidder hereby consents to the disclosure, on a confidential bases of this proposal by the City to the advisers retained by the City to advise, or assist with the bid process, including the evaluation of this submission.

7. AODA Standards for Customer Service

In accordance with subsection 6(2) of Ontario Regulation 429/07, Accessibility Standards for Customer Service (the "Customer Service Standard, the City is required to ensure that every person who deals with members of the public on its behalf is trained on the following: (a) the purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard; (b) how to interact and communicate with persons with various types of disabilities; (c) how to interact with persons with disabilities who use assistive devices or require the assistance of a guide animal or support person; (d) how to use equipment that is available on the premises that may help in the provision of goods or services; and (e) what to do if a person with a particular type of disability is having difficulty accessing the City's goods or services. Accordingly, the City requires that all its suppliers who deal with members of the public on behalf of the City are trained in the matters outlined in (a) through (e) above. The bidder agrees that, if selected to provide the Deliverables outlined in this bid, upon request by the City it shall either: (i) Provide the City a document describing its training policy, a summary of the contents of the training and details of training dates and attendees; or (ii) if the training policy referred to is not yet in place, require those individuals who will be involved in dealing with the public in relation to the goods/services provided to the City to complete training satisfactory to the City.

I/WE agree to be bound by the terms and conditions and have authority to bind the Corporation and submit this Bid on behalf of the Bidder. - Taimoor Jamil, President and CEO, Stitch It Inc Canada

Conflict of Interest

The respondent should refer to the following definition of Conflict of Interest and whether it applies to them or to any individual that participated in the preparation of its submission or that will be involved in the performance of the contractual obligations contemplated in any contract that is awarded:

"Conflict of Interest" includes, but is not limited to, any situation or circumstance where

(a) in relation to the bidding process, the respondent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to (i) having, or having access to, information in the preparation of its submission that is confidential and not available to other respondents, (ii) communicating with any person with a view to influencing preferred treatment in the RFX process, or (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFX process and render that process non-competitive and unfair;

(b) in relation to the performance of its contractual obligations contemplated in the contract that is the subject of this procurement, the respondent's other commitments, relationships or financial interests (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement, or (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations; or

(c) where, outside of a Request for Information, a respondent was retained to participate in the development of a bid solicitation, or the specifications for inclusion in a bid solicitation

If the question answered below is "no", the respondent will be deemed to declare that there was no Conflict of Interest in preparing its submission and there is no

foreseeable Conflict of Interest in performing the contractual obligations contemplated in the submission.

Otherwise, if the statement below applies, check "Yes" to the question below.

- The respondent declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the respondent foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the submission.

If the respondent declares an actual or potential Conflict of Interest by checking "yes" to below, the respondent must set out below details of the actual or potential Conflict of Interest:

Yes No

Please check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
RFP-2510178- Addendum 1 Tue June 17 2025 12:31 PM	<input checked="" type="checkbox"/>	5

