

Toronto Hydro RFP



March 31, 2025

Dear Arun Thampy and the Toronto Hydro Team,

We are pleased to submit our proposal to provide professional laundry, repair, and delivery services for Toronto Hydro's flame-resistant (FR) workwear.

For over 35 years, Stitch It has delivered dependable, high-volume laundry services across Canada. Our reputation has been built on consistency, innovation, and a strong commitment to safety and customer service. We understand the critical importance of maintaining the integrity of FR garments in high-risk utility environments, and we have the systems, experience, and people to meet and exceed your standards.

With a centralized operation based in Burlington and a proven infrastructure that supports large, multi-site clients, we offer Toronto Hydro a seamless solution. From pickup and laundering to minor repairs and garment tracking, every part of our service is designed to give your team peace of mind and allow them to focus on the essential work they do.

Thank you for the opportunity to earn your trust. We look forward to the possibility of working together.

Sincerely,

Taimoor Jamil

President & CEO

Stitch It Canada's Tailor Inc.

Email: tjamil@stitchit.com

Phone: 289-237-2393

Part 1:

1. 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: 35+ years

Key Executive: Taimoor Jamil, President & CEO

2. Credit Report and Licenses

- a. Will provide upon request. Stitch It is in good standing and has no pending legal or regulatory issues.
- b. Licensed for commercial laundry and dry cleaning operations in Ontario

3. Ontario Market Presence

- a. Primary facilities and logistics team located in Burlington
- b. Regular operations across the GTA, with capacity and infrastructure already in place to service all three Toronto Hydro locations
- c. In-house customer service and logistics management using our proprietary Stitch It Alterations (SIA) system

Part 2:

B. Respondent Profile and Experience

Warehouse and Laundry Locations:

- 1) Primary processing will be handled through our Vaughan facility, with backup capacity in our Mississauga and Markham site for redundancy.

Experience Laundering FR Clothing:

We follow manufacturer-specific commercial laundry protocols for FR and arc-rated garments, ensuring no compromise to safety ratings. Our processes include:

- 2) Controlled pH water systems
- 3) FR-compatible detergents and disinfectants
- 4) Low-temperature drying and handling

- 5) Stitch It is proficient with laundering flame-resistant (FR) and arc-rated garments in accordance with commercial laundry guidelines, including maintaining correct pH levels and water temperature as per Appendix C.1

Experience with Similar Accounts:

- 6) Serviced, Lululemon Canada, Air Canada, Toronto Paramedics, HILTI Canada, City of Calgary, and Marine Atlantic are select accounts with references available. We also have experience handling soiled and hazardous materials and large uniform programs with weekly volume over 30,000 items.

Repairs to FR Standards:

- 7) All repairs use flame-resistant thread and materials that maintain the garment's integrity and safety certification. Repairs are done in-house under certified quality control processes. We also have experience developing our own Level 1, 2, and 3 PPE medical gowns and will continue to adopt processes applicable for Toronto Hydro. Any garments deemed beyond repair will be immediately tagged and returned to Toronto Hydro with a report.

Quality, Safety, and Environmental Policies:

- 8) ISO=Complaint Cleaning standards
- 9) Biodegradable detergents and high energy efficient systems
- 10) Complain with all relevant OHSA, environmental and safety laws.

Customer References:

- 11) Available upon request. We maintain high customer satisfaction scores (4..8/5 average)

Technology integration through our SIA POS and tracking system:

- 12) Every garment is scanned and linked to an employee profile
- 13) Pickups and deliveries are timestamped and documented
- 14) Reports are available in real-time and can be accessed via a secure client portal

Certifications:

- 15) WSIB compliant
- 16) Environmental best practices in place
- 17) Insured with \$5M CGL, \$2M Environmental Liability, and \$2M Auto coverage.

Proposed Services:

1. Laundry Services
 - a. Pick up and delivery as per scheduled
 - i. Twice/week at 500 Commissioners
 - ii. Once/week at Milner and Rexdale
 - b. 7 Day Turnaround
 - c. Compliance with FR laundering protocols (Appendix C.1)
 - d. All handling done by trained, uniformed Stitch It team members
2. Repairs
 - a. Automatic Minor repairs (Tears, missing buttons, loose seams)
 - b. FR-rated material and thread used
 - c. Detailed tracking of repaired garments
 - d. Unrepairable items flagged and returned with explanation
3. Tracking and Reporting
 - a. Real time tracking for each garment/pickup/dropoff
 - b. Employee specific logs with timestamps
 - c. Bi-weekly summary reports on garments received, laundered, repaired, or retired
 - d. Monthly invoice reports with service breakdown
4. Additional services
 - a. Emergency pick up option
 - b. Integration support with current clothing vendor for sizing with our propriatery solution for ordering: www.choozr.ai
 - c. Garment bags included (bins provided by Toronto Hydro)
 - d. 15% off discount for all Toronto Hydro Employees at all retail Stitch It Clothing Alterations and Drycleaning stores across Canada.

Implementation Plan:

Phase 1: Planning & Alignment (Week 1)

- 1) Assign dedicated transition team and account manager
- 2) Conduct site assessments at 71 Rexdale, 500 Commissioners, and 715 Milner Ave
- 3) Review current inventory and logistics processes with Toronto Hydro contacts
- 4) Confirm employee lists, schedules, and FR garment types

Phase 2: System Setup & Staff Training (Week 2)

- 1) Configure Toronto Hydro employee profiles in our SIA system
- 2) Tag and register garments with tracking codes
- 3) Train pickup and delivery drivers on building access, security protocols, and point-of-contact requirements
- 4) Finalize communication protocol for reporting and service escalation

Phase 3: Pilot Run (Week 3)

- 1) Execute test pickup and delivery cycle at each location
- 2) Monitor garment tracking, reporting accuracy, and turnaround
- 3) Toronto Hydro reviews bi-weekly pilot report and provides feedback
- 4) Adjust logistics or process gaps identified during pilot

Phase 4: Go-Live (Week 4)

- 1) Launch full service across all sites
- 2) Maintain live tracking, daily monitoring by account manager
- 3) First formal bi-weekly service report delivered to designated Toronto Hydro contact

Ongoing Support

- a) Monthly operations review meetings
- b) Continuous feedback loop for improvement
- c) Quarterly service performance dashboard review

Data handoff and Exit Strategy

- a) All tracking information will be retained, made exportable, and securely shared upon contract completion
- b) Stitch It will assist with data cleansing and RFID tag removal at contract end

Proprietary POS, DASHBOARD and TRACKING



1-866-334-4440
customerservice@stitchit.com



Order Tracking

Address Collection Time Selected Services Contact Payment Confirmation

Find your address

Search for address

Search for address

Choose address type

Home Office Hotel

Add address details (apartment name, number, floor ...)

add address details

Drag to move pin to exact location. This helps our captain find you



Where would you like us to provide service?

Zip or Postal Code

Choose service



Washing



Ironing



Wash & Iron



Dry Cleaning

Select Articles



#10.00
Shirt(s)
- 1 +



#12.00
Pant(s)
- 1 +



#12.00
Tie(s)
- 1 +



#10.00
Jeans
- 1 +



#5.00
Blazer
- 1 +

Select Pick-up Date & Time

Select Pick-up Date & Time

Select Delivery Date & Time

Booking Summary

Washing
 09-May-2019 @ 06:00 PM to 06:30 PM
 11-May-2019 @ 10:00 AM to 10:30 AM

Cart Items

✖ Shirt(s) - 1	10.00
✖ Pant(s) - 1	12.00
✖ Tie(s) - 1	12.00
✖ Jeans - 1	10.00
Sub Total	#44.00
Tax	#10.00

Have a promocode?

Total #54.00

Export Your Details

Booking Information Customer Information Services Information

Booking Information

Show 10 entries

#	Service	Order Date	App. Date	Customer	Phone	Address	Status	More
1	Washing	02-May-2019	05-May-2019	John Doe	+100000000000	Perrine, USA	Active	
2	Washing	03-May-2019	06-May-2019	John Doe	+100000000000	Perrine, USA	Reject	

Showing 1 to 2 of 2 entries

Order Status Screen

PENDING

Money James ORD-0006
 Delivery Date: 28/02/2022

PROCESSING

Edward Joseph ORD-0002
 Delivery Date: 03/03/2022

READY TO DELIVER

Safiya Nithi ORD-0004
 Delivery Date: 28/02/2022

Karishma Andrew Joseph ORD-0001
 Delivery Date: 28/02/2022