

## McKenna, Neil

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**From:** Deagle, Jordan  
**Sent:** Thursday, April 23, 2020 6:55 PM  
**To:** Sabina Saini; Leslie Church; Stickney, Matt  
**Subject:** Fwd: PSPC - Web posting of PPE received  
**Attachments:** Web\_Covid\_Overview of Purchases\_v17.docx; ATT00001.htm; MLQA\_PSPC\_April 21 2020.docx; ATT00002.htm

Are we all comfortable posting the PPE chart tomorrow ?

Sent from my iPhone

Begin forwarded message:

**From:** "Patterson, Adine" <Adine.Patterson@pco-bcp.gc.ca>  
**Date:** April 23, 2020 at 4:21:49 PM EDT  
**To:** "Kim, Sabrina" <Sabrina.Kim@pmo-cpm.gc.ca>, "MacKendrick, Andrew" <Andrew.MacKendrick@pmo-cpm.gc.ca>  
**Cc:** "Khalil, Samantha" <Samantha.Khalil@pmo-cpm.gc.ca>, "Ahmad, Cameron" <Cameron.Ahmad@pmo-cpm.gc.ca>, "Dea, Maxime" <Maxime.Dea@pmo-cpm.gc.ca>, "Deagle, Jordan" <Jordan.Deagle@pmo-cpm.gc.ca>, "Gagnon, Chantal" <Chantal.Gagnon@pmo-cpm.gc.ca>, "Theis, Rick" <Rick.Theis@pmo-cpm.gc.ca>, "Trogen, Emily" <Emily.Trogen@pmo-cpm.gc.ca>, "Vaillancourt, Ann-Clara" <Ann-Clara.Vaillancourt@pmo-cpm.gc.ca>, "Wellstead, Alex" <Alex.Wellstead@pmo-cpm.gc.ca>, "Clow, Brian" <Brian.Clow@pmo-cpm.gc.ca>, "Belliveau, Sébastien" <Sebastien.Belliveau@pmo-cpm.gc.ca>, "MacKillop, Ken" <Ken.MacKillop@pco-bcp.gc.ca>, "Samaan, Valerie" <Valerie.Samaan@pco-bcp.gc.ca>, "Tessier, Jean" <Jean.Tessier@pco-bcp.gc.ca>, "Diaczuk, Shane" <Shane.Diaczuk@pco-bcp.gc.ca>, "Martel, Camille" <Camille.Martel@pco-bcp.gc.ca>, "Gagnon, Patricia" <Patricia.Gagnon@pco-bcp.gc.ca>, "Stickney, Matt" <Matt.Stickney@pmo-cpm.gc.ca>  
**Subject:** RE: PSPC - Web posting of PPE received

Hello Sabrina et al,

PSPC is hearing from their MinO that the PPE web content may soon be approved to post. I will await your final word, as I understand discussions with PSPC and Health MinOs are still ongoing. In the meantime, attached is the latest web content, along with Qs&As from PSPC to help address questions that may arise on PPE procurement. This update is also being shared concurrently with PCO Policy and IGA, who have been advising over the past couple of weeks, so I will let you know of any further feedback.

Thanks

Adine

Adine Patterson

Senior Analyst, Strategic Communications  
Privy Council Office / Government of Canada  
adine.patterson@pco.gc.ca / Tel: 613-952-7536

Analyste principale, Communications stratégiques

**From:** Kim, Sabrina <Sabrina.Kim@pmo-cpm.gc.ca>  
**Sent:** April 20, 2020 9:47 PM  
**To:** Patterson, Adine <Adine.Patterson@pco-bcp.gc.ca>; MacKendrick, Andrew <Andrew.MacKendrick@pmo-cpm.gc.ca>  
**Cc:** Khalil, Samantha <Samantha.Khalil@pmo-cpm.gc.ca>; Ahmad, Cameron <Cameron.Ahmad@pmo-cpm.gc.ca>; Dea, Maxime <Maxime.Dea@pmo-cpm.gc.ca>; Deagle, Jordan <Jordan.Deagle@pmo-cpm.gc.ca>; Gagnon, Chantal <Chantal.Gagnon@pmo-cpm.gc.ca>; Theis, Rick <Rick.Theis@pmo-cpm.gc.ca>; Trogen, Emily <Emily.Trogen@pmo-cpm.gc.ca>; Vaillancourt, Ann-Clara <Ann-Clara.Vaillancourt@pmo-cpm.gc.ca>; Wellstead, Alex <Alex.Wellstead@pmo-cpm.gc.ca>; Clow, Brian <Brian.Clow@pmo-cpm.gc.ca>; Belliveau, Sébastien <Sebastien.Belliveau@pmo-cpm.gc.ca>; MacKillop, Ken <Ken.MacKillop@pco-bcp.gc.ca>; Samaan, Valerie <Valerie.Samaan@pco-bcp.gc.ca>; Tessier, Jean <Jean.Tessier@pco-bcp.gc.ca>; Diaczuk, Shane <Shane.Diaczuk@pco-bcp.gc.ca>; Martel, Camille <Camille.Martel@pco-bcp.gc.ca>; Gagnon, Patricia <Patricia.Gagnon@pco-bcp.gc.ca>; Stickney, Matt <Matt.Stickney@pmo-cpm.gc.ca>  
**Subject:** RE: PSPC - Web posting of PPE received

We are still working with PSPC on this one. Greenlight has not been given at this time. Will circle back as soon as possible.

Thanks!

**From:** Patterson, Adine <Adine.Patterson@pco-bcp.gc.ca>  
**Sent:** Monday, April 20, 2020 10:16 AM  
**To:** MacKendrick, Andrew <Andrew.MacKendrick@pmo-cpm.gc.ca>  
**Cc:** Kim, Sabrina <Sabrina.Kim@pmo-cpm.gc.ca>; Khalil, Samantha <Samantha.Khalil@pmo-cpm.gc.ca>; Ahmad, Cameron <Cameron.Ahmad@pmo-cpm.gc.ca>; Dea, Maxime <Maxime.Dea@pmo-cpm.gc.ca>; Deagle, Jordan <Jordan.Deagle@pmo-cpm.gc.ca>; Gagnon, Chantal <Chantal.Gagnon@pmo-cpm.gc.ca>; Theis, Rick <Rick.Theis@pmo-cpm.gc.ca>; Trogen, Emily <Emily.Trogen@pmo-cpm.gc.ca>; Vaillancourt, Ann-Clara <Ann-Clara.Vaillancourt@pmo-cpm.gc.ca>; Wellstead, Alex <Alex.Wellstead@pmo-cpm.gc.ca>; Clow, Brian <Brian.Clow@pmo-cpm.gc.ca>; Belliveau, Sébastien <Sebastien.Belliveau@pmo-cpm.gc.ca>; MacKillop, Ken <Ken.MacKillop@pco-bcp.gc.ca>; Samaan, Valerie <Valerie.Samaan@pco-bcp.gc.ca>; Tessier, Jean <Jean.Tessier@pco-bcp.gc.ca>; Diaczuk, Shane <Shane.Diaczuk@pco-bcp.gc.ca>; Martel, Camille <Camille.Martel@pco-bcp.gc.ca>; Gagnon, Patricia <Patricia.Gagnon@pco-bcp.gc.ca>; Stickney, Matt <Matt.Stickney@pmo-cpm.gc.ca>  
**Subject:** Re: PSPC - Web posting of PPE received

Good morning Andrew,

PSPC is hearing they have the green light to post PPE stats, starting this Wednesday.

Can you please confirm?

Thanks

Adine

Adine Patterson

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On Apr 17, 2020, at 8:37 AM, MacKendrick, Andrew <[Andrew.MacKendrick@pmo-cpm.gc.ca](mailto:Andrew.MacKendrick@pmo-cpm.gc.ca)> wrote:

Hi Adine,  
Please hold – still confirming on our end. Will let you know when we can move forward on this.

Thanks,  
Andrew

**From:** Patterson, Adine <[Adine.Patterson@pco-bcp.gc.ca](mailto:Adine.Patterson@pco-bcp.gc.ca)>  
**Sent:** April 17, 2020 8:06 AM  
**To:** MacKendrick, Andrew <[Andrew.MacKendrick@pmo-cpm.gc.ca](mailto:Andrew.MacKendrick@pmo-cpm.gc.ca)>  
**Cc:** Kim, Sabrina <[Sabrina.Kim@pmo-cpm.gc.ca](mailto:Sabrina.Kim@pmo-cpm.gc.ca)>; Khalil, Samantha <[Samantha.Khalil@pmo-cpm.gc.ca](mailto:Samantha.Khalil@pmo-cpm.gc.ca)>; Ahmad, Cameron <[Cameron.Ahmad@pmo-cpm.gc.ca](mailto:Cameron.Ahmad@pmo-cpm.gc.ca)>; Dea, Maxime <[Maxime.Dea@pmo-cpm.gc.ca](mailto:Maxime.Dea@pmo-cpm.gc.ca)>; Deagle, Jordan <[Jordan.Deagle@pmo-cpm.gc.ca](mailto:Jordan.Deagle@pmo-cpm.gc.ca)>; Gagnon, Chantal <[Chantal.Gagnon@pmo-cpm.gc.ca](mailto:Chantal.Gagnon@pmo-cpm.gc.ca)>; Theis, Rick <[Rick.Theis@pmo-cpm.gc.ca](mailto:Rick.Theis@pmo-cpm.gc.ca)>; Trogen, Emily <[Emily.Trogen@pmo-cpm.gc.ca](mailto:Emily.Trogen@pmo-cpm.gc.ca)>; Vaillancourt, Ann-Clara <[Ann-Clara.Vaillancourt@pmo-cpm.gc.ca](mailto:Ann-Clara.Vaillancourt@pmo-cpm.gc.ca)>; Wellstead, Alex <[Alex.Wellstead@pmo-cpm.gc.ca](mailto:Alex.Wellstead@pmo-cpm.gc.ca)>; Clow, Brian <[Brian.Clow@pmo-cpm.gc.ca](mailto:Brian.Clow@pmo-cpm.gc.ca)>; Belliveau, Sébastien <[Sebastien.Belliveau@pmo-cpm.gc.ca](mailto:Sebastien.Belliveau@pmo-cpm.gc.ca)>; MacKillop, Ken <[Ken.MacKillop@pco-bcp.gc.ca](mailto:Ken.MacKillop@pco-bcp.gc.ca)>; Samaan, Valerie <[Valerie.Samaan@pco-bcp.gc.ca](mailto:Valerie.Samaan@pco-bcp.gc.ca)>; Tessier, Jean <[Jean.Tessier@pco-bcp.gc.ca](mailto:Jean.Tessier@pco-bcp.gc.ca)>; Diaczuk, Shane <[Shane.Diaczuk@pco-bcp.gc.ca](mailto:Shane.Diaczuk@pco-bcp.gc.ca)>; Martel, Camille <[Camille.Martel@pco-bcp.gc.ca](mailto:Camille.Martel@pco-bcp.gc.ca)>; Gagnon, Patricia <[Patricia.Gagnon@pco-bcp.gc.ca](mailto:Patricia.Gagnon@pco-bcp.gc.ca)>; Stickney, Matt <[Matt.Stickney@pmo-cpm.gc.ca](mailto:Matt.Stickney@pmo-cpm.gc.ca)>  
**Subject:** Re: PSPC - Web posting of PPE received

Good morning Andrew, just checking in to see if you have a preference on the time that PSPC posts this new web content.

Thanks

Adine

Adine Patterson

Senior Analyst, Strategic Communications  
Privy Council Office / Government of Canada

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On Apr 16, 2020, at 11:03 PM, Patterson, Adine <[Adine.Patterson@pco-bcp.gc.ca](mailto:Adine.Patterson@pco-bcp.gc.ca)> wrote:

They have not set a time yet, do you have a preference?

Adine Patterson

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On Apr 16, 2020, at 10:30 PM, MacKendrick, Andrew <[Andrew.MacKendrick@pmo-cpm.gc.ca](mailto:Andrew.MacKendrick@pmo-cpm.gc.ca)> wrote:

Hi Adine,  
What time would this be posted tomorrow?

Thanks,  
andrew

**From:** Patterson, Adine <[Adine.Patterson@pco-bcp.gc.ca](mailto:Adine.Patterson@pco-bcp.gc.ca)>  
**Sent:** April 16, 2020 5:21 PM  
**To:** Kim, Sabrina <[Sabrina.Kim@pmo-cpm.gc.ca](mailto:Sabrina.Kim@pmo-cpm.gc.ca)>  
**Cc:** Khalil, Samantha <[Samantha.Khalil@pmo-cpm.gc.ca](mailto:Samantha.Khalil@pmo-cpm.gc.ca)>; Ahmad, Cameron <[Cameron.Ahmad@pmo-cpm.gc.ca](mailto:Cameron.Ahmad@pmo-cpm.gc.ca)>; Dea, Maxime <[Maxime.Dea@pmo-cpm.gc.ca](mailto:Maxime.Dea@pmo-cpm.gc.ca)>; Deagle, Jordan <[Jordan.Deagle@pmo-cpm.gc.ca](mailto:Jordan.Deagle@pmo-cpm.gc.ca)>; Gagnon, Chantal <[Chantal.Gagnon@pmo-cpm.gc.ca](mailto:Chantal.Gagnon@pmo-cpm.gc.ca)>; MacKendrick, Andrew

<[Andrew.Mackendrick@pmo-cpm.gc.ca](mailto:Andrew.Mackendrick@pmo-cpm.gc.ca)>; Theis, Rick  
<[Rick.Theis@pmo-cpm.gc.ca](mailto:Rick.Theis@pmo-cpm.gc.ca)>; Trogen, Emily  
<[Emily.Trogen@pmo-cpm.gc.ca](mailto:Emily.Trogen@pmo-cpm.gc.ca)>; Vaillancourt, Ann-  
Clara <[Ann-Clara.Vaillancourt@pmo-cpm.gc.ca](mailto:Ann-Clara.Vaillancourt@pmo-cpm.gc.ca)>;  
Wellstead, Alex <[Alex.Wellstead@pmo-cpm.gc.ca](mailto:Alex.Wellstead@pmo-cpm.gc.ca)>;  
Clow, Brian <[Brian.Clow@pmo-cpm.gc.ca](mailto:Brian.Clow@pmo-cpm.gc.ca)>; Belliveau,  
Sébastien <[Sebastien.Belliveau@pmo-cpm.gc.ca](mailto:Sebastien.Belliveau@pmo-cpm.gc.ca)>;  
MacKillop, Ken <[Ken.MacKillop@pco-bcp.gc.ca](mailto:Ken.MacKillop@pco-bcp.gc.ca)>;  
Samaan, Valerie <[Valerie.Samaan@pco-bcp.gc.ca](mailto:Valerie.Samaan@pco-bcp.gc.ca)>;  
Tessier, Jean <[Jean.Tessier@pco-bcp.gc.ca](mailto:Jean.Tessier@pco-bcp.gc.ca)>; Diaczuk,  
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<[Matt.Stickney@pmo-cpm.gc.ca](mailto:Matt.Stickney@pmo-cpm.gc.ca)>

**Subject:** Re: PSPC - Web posting of PPE received

Hi Sabrina,

Yes, PSPC confirms that all order and delivery numbers  
are included (domestic and international).

Thanks

Adine

Adine Patterson

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On Apr 16, 2020, at 4:47 PM, Kim,  
Sabrina <[Sabrina.Kim@pmo-cpm.gc.ca](mailto:Sabrina.Kim@pmo-cpm.gc.ca)>  
wrote:

Thanks.

Does this chart from PSPC take into account supplies that have been ordered & received from domestic companies that ISED has been engaging with too?

**From:** Khalil, Samantha  
<[Samantha.Khalil@pmo-cpm.gc.ca](mailto:Samantha.Khalil@pmo-cpm.gc.ca)>  
**Sent:** Thursday, April 16, 2020 4:25 PM  
**To:** Patterson, Adine  
<[Adine.Patterson@pco-bcp.gc.ca](mailto:Adine.Patterson@pco-bcp.gc.ca)>  
**Cc:** Ahmad, Cameron  
<[Cameron.Ahmad@pmo-cpm.gc.ca](mailto:Cameron.Ahmad@pmo-cpm.gc.ca)>;  
Dea, Maxime <[Maxime.Dea@pmo-cpm.gc.ca](mailto:Maxime.Dea@pmo-cpm.gc.ca)>; Deagle, Jordan  
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<[Rick.Theis@pmo-cpm.gc.ca](mailto:Rick.Theis@pmo-cpm.gc.ca)>; Trogen,  
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Wellstead, Alex <[Alex.Wellstead@pmo-cpm.gc.ca](mailto:Alex.Wellstead@pmo-cpm.gc.ca)>; Clow, Brian  
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<[Patricia.Gagnon@pco-bcp.gc.ca](mailto:Patricia.Gagnon@pco-bcp.gc.ca)>; Kim,  
Sabrina <[Sabrina.Kim@pmo-cpm.gc.ca](mailto:Sabrina.Kim@pmo-cpm.gc.ca)>; Stickney, Matt  
<[Matt.Stickney@pmo-cpm.gc.ca](mailto:Matt.Stickney@pmo-cpm.gc.ca)>  
**Subject:** Re: PSPC - Web posting of PPE received

Adding Sabrina and Matt

On Apr 16, 2020, at  
4:22 PM, Patterson,  
Adine  
<[Adine.Patterson@pco-  
bcp.gc.ca](mailto:Adine.Patterson@pco-bcp.gc.ca)> wrote:

Hello,

For your awareness, PSPC is planning to post the numbers of equipment and supplies received and destined for the health sector. They plan to update the numbers every morning, based on the end of day total from the previous day. The numbers will align with totals that are shared daily with provinces and territories. PSPC is working closely with HC/PHAC to ensure accuracy and messaging around the attached.

PCO Comms, Policy and IGA have reviewed and the attached version reflects our suggested changes. I have also attached the latest PSPC lines and Qs&As related to Personal Protective Equipment.

If you have any concerns with the attached web content being posted tomorrow, please let me know and I can help address your comments.

Thanks

Adine

Adine Patterson

Senior Analyst, Strategic  
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<web\_covid\_overview of  
purchases\_PCO-  
HC\_CLEAN.DOCX>

<PSPC input for PS-SP Spokesbook  
- April 7 (V3)\_BB  
(002)\_HW.DOCX>



# Supplying the Canadian healthcare sector in response to COVID-19

The Government of Canada is taking a whole-of-government approach in response to Coronavirus disease (COVID-19), including major investments in equipment and supplies for the health sector, as well as research, science and innovation.

## On this page

- [Coordinated response to purchasing equipment and supplies](#)
- [Overview of purchases](#)
- [Success Stories](#)
- [Related links](#)

## Coordinated response to purchasing equipment and supplies

The Government of Canada is collaborating with provinces and territories on an ongoing basis to identify their needs and purchase required equipment, supplies, and services to combat COVID-19.

Canada is taking an aggressive approach to buying—especially when it comes to personal protective equipment for front-line healthcare workers. This includes:

- ordering ahead in bulk on behalf of provinces and territories
- supplementing those orders by purchasing everything that is immediately available
- ramping up domestic manufacturing capacity, through the [Plan to Mobilize Industry to fight COVID-19](#), being led by Innovation, Science and Economic Development Canada

This is over and above efforts provinces and territories are taking to secure their own supply.

The Government is also coordinating shipments of supplies from international destinations. Canada has secured on the ground support in China for transportation, receiving, storage services and customs clearances. This will be an ongoing process as orders are ready to be shipped to Canada.

## Overview of purchases

This table provides an overview of the Government of Canada's purchases of personal protective equipment for front-line healthcare workers. It will be updated daily to reflect the status of purchases from the previous day.

Information as of: April 14, 2020

Item	Quantities Ordered	Quantities Received
N95 respirators	129,924,080	3,202,080
Surgical masks	293,500,000	17,878,000
Face shields	17,000,000	Deliveries anticipated to start week of April 13
Nitrile gloves (pairs)	905,543,980	13,297,875
Vinyl gloves (pairs)	1,400,000	1,035,000
Gowns	105,046,000	Deliveries anticipated to start week of April XX
Ventilators	32,070	Deliveries anticipated to start week of April 20
Hand Sanitizer	791,721,000 units (20,411,536 litres)	5,952 units (XX litres)

**Notes**

1. Some these supplies were ordered on behalf of participating provinces and territories, as well as the Public Health Agency of Canada, as part of a bulk procurement buys that began in January 2020. Since then, additional bulk buys and proactive purchases have continued. These are supplementary to the existing National Emergency Strategic Stockpile as well as to the stock of supplies that exists in and is being procured directly by the provinces and territories.
2. While some contracts are being filled with product on hand, many are being fulfilled on a regular and ongoing basis as product is manufactured by suppliers. Over the coming weeks, some companies that required time to scale up their operations will begin delivery on a regular basis as well.

3. Given the high global demand for these goods, there is a possibility that not all contracts will be entirely fulfilled. This has been considered in the procurement approach, and additional steps are being taken to meet our goal of being over-prepared.
4. Quantities received indicates that product has arrived at a Public Health Agency of Canada warehouse, where it may be subject to quality testing and validation before distributed to provinces and territories.

## Working with Canadian companies

Public Services and Procurement Canada (PSPC), in collaboration with the Public Health Agency of Canada and Innovation, Science and Economic Development Canada, is exploring all options for securing the necessary equipment and supplies to fight COVID-19, including new and existing sources of supply—both here at home and internationally.

Below are examples of how domestic suppliers are stepping up to support the effort.

### **Bauer (Blainville, QC)**

Bauer has shifted his hockey skates production lines to produce face shields for front-line medical staff. The Government of Canada has signed an agreement to receive hundreds of thousands.

### **Fluid Energy Group (Calgary, AB)**

The Government of Canada has signed a contract with Fluid Energy Group for millions of litres of hand sanitizer to support the COVID-19 response.

### **Irving Oil (Saint John, NB)**

Irving Oil, of Saint John, New Brunswick, has re-tooled its production line to produce much needed hand sanitizer. The Government of Canada signed a contract with Irving to provide hundreds of thousands of litres of hand sanitizer, with delivery already underway.

### **Made-in-Canada Ventilators**

The Government of Canada has signed agreements with Thornhill Medical, CAE, Starfish and Ventilators for Canadians, to provide more than 30,000 made-in-Canada ventilators.

## Related links

- [Calling all suppliers – Help Canada combat Coronavirus disease \(COVID-19\)](#)
- [Interim order respecting the importation and sale of medical devices for use in relation to COVID-19](#)
- [Call to action: Canadian manufacturers needs to help combat COVID-19](#)

## Public Services and Procurement Canada (PSPC)

### Key Messages

- The Government of Canada is collaborating with provinces and territories on an ongoing basis to identify their needs and purchase required equipment, supplies, and services to combat COVID-19.
- Public Services and Procurement Canada (PSPC) is taking an aggressive approach to buying—especially when it comes to personal protective equipment for frontline healthcare workers. This includes:
  - Ordering ahead in bulk on behalf of provinces and territories
  - Supplementing those orders by purchasing everything that is immediately available;
  - Ramping up the domestic manufacturing capacity, through the Plan to Mobilize Industry to fight COVID-19, being led by Innovation, Science and Economic Development Canada.
- This is over and above the efforts provinces and territories are taking to secure their own supply.

### What steps are you taking to purchase supplies?

As the Government of Canada's central purchaser, Public Services and Procurement Canada (PSPC) is spearheading the consolidated purchase of emergency supplies and services required for Canada, including at the federal, provincial and territorial levels.

In addition to leveraging existing sources of supply, we are proactively engaging industry to help meet Canada's needs and ensure suppliers have a clear pathway to connect with the Government of Canada if they are able to supply goods and services that may be of use. This is consistent with the response from other countries affected by the pandemic.

PSPC has stood-up a dedicated team of procurement specialists who are implementing flexible procurement approaches to best meet Canada's needs. To ensure that we are effectively engaging industry and potential avenues for purchasing, our procurement approach includes a call to suppliers who may be able to provide products and services and are invited to visit <https://buyandsell.gc.ca/calling-all-suppliers-help-canada-combat-covid-19>.

The call to suppliers was posted to the Government of Canada's buy and sell webpage on March 12. To date, we have received more than 26,000 responses to the call-out.

**Is there any restriction or preference to Canadian companies or manufacturers to be accepted by Canada?**

Submissions received through this call to suppliers are assessed based on the requirements PSPC receives from the Public Health Agency of Canada (PHAC), and based on this assessment we will determine the most appropriate procurement approach.

There are no restrictions or preferences on suppliers. We are seeking input from any suppliers who have products and services available to help meet Canada's demands now and into the future.

PSPC continues to have regular communication with our partners at the provincial and territorial levels to assess and support procurement needs across the country. In leading this coordinated procurement approach for Canada, we stand ready to take further action to support the provinces and territories, our frontline health workers and Canadians.

**How are you selecting suppliers through the call-out?**

We have implemented a process to receive, assess, and categorize all responses submitted, to determine which responses meet the requirements or specifications established by Health Canada.

Global Affairs Canada is lending expertise in reviewing offers from international companies, to help give us a level of confidence in the supplies that are being offered. In addition, Innovation, Science and Economic Development Canada is lending expertise in reviewing offers from companies in Canada.

This approach is used to determine which responses are referred to our contracting section for further exploration and consideration.

Orders are placed once availabilities, conformance with applicable standards and price have been confirmed.

We encourage companies to carefully review the specifications and standards for products we are seeking, which are published on Buyandsell.gc.ca (<https://buyandsell.gc.ca/specifications-for-COVID-19-products>) and which are regularly adjusted as we receive updated information from Health Canada.

**What is PSPC doing to expedite procurements?**

Public Services and Procurement Canada has stood-up a dedicated team of procurement specialists who are working with Health Canada and public health agency officials to implement flexible procurement approaches and rapid decision making to meet Canada's needs.

To support purchasing efforts and maximize flexibility and speed, the Government is also temporarily easing requirements for certain products, and leveraging Canadian innovation and ingenuity.

### **Has PSPC identified the quantities needed?**

The Public Health Agency of Canada is consolidating the requirements of federal, provincial and territorial governments and providing these to PSPC on an ongoing basis.

In addition, we are taking an aggressive, proactive procurement approach to fulfill immediate and future requirements.

### **What have you bought so far?**

The COVID-19 situation is very fluid and evolving rapidly every day, as are our requirements and orders. We are placing as many orders as possible with suppliers who have the capacity to meet our needs—now and into the future. We are exploring all opportunities to secure available supply, including large and small quantities. We are aggressively ordering in the marketplace, recognizing the risks posed by fragile supply chains.

As a result of our [Buyandsell.gc.ca](https://buyandsell.gc.ca) call-out and existing sources of supply, we have already purchased a broad range of personal protective equipment and supplies, including swabs, test kits, gloves and masks.

While timelines vary, deliveries are underway and we are expecting significant deliveries of personal protective equipment to the Public Health Agency of Canada in the coming month.

We continue to work with all available suppliers who have the capacity to respond to Canada's needs. In addition, we are continuously working with the Public Health Agency of Canada to determine their technical specifications and requirements, as well as those for provinces and territories.

### **Is there anything more suppliers can be doing?**

It is imperative that all suppliers responding through the online form provide detailed information regarding their products or services, including, where applicable, technical specifications and current availability.

To help suppliers meet our requirements, we have published the specifications for certain types of products, including certification standards where applicable, on the [Specifications for COVID-19 Products](#) page on [Buyandsell.gc.ca](https://buyandsell.gc.ca).

**Some suppliers say they have responded to your call-out but have not heard back. Why are you not getting back to people?**

First and foremost, we thank all of the suppliers that have, and continue to, respond to the call-out.

The response has been overwhelming—we have received more than 26,000 applications, and we are working around the clock to triage submissions coming in. We have deployed additional resources internally to assist with this work.

We have also contracted PricewaterhouseCoopers, which is providing supply chain analytics software to help us accelerate the selection process and focus on domestic suppliers who can provide the equipment to meet immediate needs.

Priority is being placed on domestic suppliers that are offering products that already meet Health Canada standards.

**Why is it taking so long to get supplies?**

The reality is that all countries—including us—are facing stiff global competition when it comes to securing supplies.

That's why, where possible, we are buying everything that is immediately available. In other cases, we are reserving our spot in a production line so product is secured for us as it becomes available.

Lead times will vary from days to months, depending on the availability and complexity of the product. For example, complex equipment like ventilators may take weeks-to-months to manufacture and receive.

As much as possible, we are trying to secure supplies from Canadian manufacturers so we can get them into the hands of front-line workers faster. For example, companies like Bauer (face shields), Stanfield's (medical gowns) and Irving Oil (hand sanitizer) have re-tooled their production lines to support the effort. We have also signed contracts with four Canadian companies—Thornhill Medical, CAE, StarFish and Ventilators for Canadians—to provide more than 30,000 made-in-Canada ventilators.

**Is it true that some of the supplies coming from China do not meet the Government of Canada's requirements and are therefore rejected?**

It is possible that some suppliers won't meet required standards, in which case, their supplies may be rejected. Anything we've already purchased would have had to meet standards prior to a contract being signed.

We encourage all suppliers to visit [Buyandsell.gc.ca](http://Buyandsell.gc.ca) for more information on the products and services we need, as well as the technical specifications required.

**What is being done to mitigate the risks of operating in a highly unstable marketplace, where orders don't always translate into deliveries?**

We are taking every action possible to get products into the hands of those who need them.

In China, in particular, we have hired on-the-ground support, including support from Bollore Logistics Canada Inc. and Deloitte, to provide transportation, receiving, storage services and customs clearances. This includes providing oversight and monitoring of products from the time they leave the manufacturing facility, until they are secured on the plane.

We are also working closely with our embassies to fully leverage diplomatic channels, and engaging at the highest levels as was the case with the shipment of N-95 respirators from 3M in the US earlier this month.

**How are you guaranteeing the quality of what you are buying?**

Quality assurance is happening at multiple points. First, manufacturers are required to certify that they are meeting specific standards and requirements. Some of our suppliers are also now doing on-the-ground quality checks and tests in China before the shipments get loaded on air charters.

Second, new controls introduced by the Chinese government require additional oversight before products are cleared for export.

And third, we are working closely with the Public Health Agency of Canada and Health Canada on all purchases, to ensure they meet standards and requirements. Once products are delivered, the Public Health Agency of Canada unpacks and inspects items before they are distributed for use.

**Are you working with suppliers who have items that don't meet the required standards?**

We have received an overwhelming show of support to help with Canada's response to COVID-19. To help industry help us, we are posting technical requirements for things like medical-grade masks on our website.

That said, there are a broad range of needs (the materials required by front line health care professionals aren't required by others, such as essential service providers), so we are not turning away those looking to help. We have implemented a process to receive, assess, and categorize all responses submitted, to determine which responses meet the requirements or specifications established by Health Canada and which can meet other needs.



Global Affairs Canada is lending expertise in reviewing offers from international companies, to help give us a level of confidence in the supplies that are being offered. In addition, Innovation, Science and Economic Development Canada is lending expertise in reviewing offers from companies in Canada.

**Given current global demand, what are you doing to ensure Canada is not overpaying for supplies?**

The reality is, the good and services we need are in high global demand, which, by nature is driving up costs.

Our procurement specialists are working around the clock, in close collaboration with the Public Health Agency of Canada and Health Canada, to secure needed equipment and supplies. Where possible, we are partnering with Provinces and Territories to purchase in bulk and help reduce costs.

**Why wasn't more purchasing planned for and done in advance?**

We have been working closely with the Public Health Agency of Canada to purchase items based on their requirements since the COVID-19 situation began expanding globally. In fact, we placed bulk orders for medical supplies on their behalf as early as January, in addition to orders placed for the national emergency stockpile.

As the situation continued to evolve, we asked suppliers to come forward with their products and services to support the effort. We also stood up a dedicated team of procurement specialists, who continue to work around the clock to identify supply sources and negotiate contracts.

**Is there a risk with buying made-in-Canada products from suppliers that are re-tooling their production lines and don't normally specialize in this type of equipment?**

First and foremost, we commend Canadian industry for stepping up, in a big way, to support the fight against COVID-19. We are overwhelmed and pleased with the response so far.

It's important to note that as companies come forward, their products are being validated by Health Canada before being purchased and distributed to health care workers. We have every confidence in this process.

**Why did you enter into a contract with Amazon for distributing supplies within Canada? Could Canada Post have been used exclusively?**

We are ordering hundreds of millions of pieces of equipment, and therefore required outside help to manage distribution on this scale.

The contract with Amazon is primarily for the use of their online ordering platform. Amazon will adapt its customer interface to allow provincial and territorial health authorities to order supplies directly through the Amazon Business Store, with oversight provided by the Public Health Agency of Canada. Orders will be delivered through Amazon's Canadian distribution network, including key partners Canada Post and Purolator.

**Given Amazon has been in the news for failing to protect the health and safety of its workers, how will Amazon workers be protected under this contract?**

We expect all employers to follow the recommendations of public health officials to protect their employees.

Canada Post and Purolator will be supplying the bulk of the labour force required to distribute supplies, and both companies have taken additional measures to keep their employees protected during this time.

**Why are you not posting information about solicitations and contracts on Buyandsell, like you normally do?**

We are operating under unprecedented circumstances and purchasing equipment and supplies through a highly volatile supply chain. As such, procurements being carried out in response to COVID-19 are being done under a National Security Exception (NSE), meaning solicitation documents are not published on Buyandsell.

In order to protect the integrity of our procurement processes, as well as the integrity of global supply chains, we need to exercise caution at this time with information we are providing, so as not to jeopardize any of our orders.

I would point out, however, that we have announced several contracts over the past two weeks and will continue to do so, where feasible, going forward.

**Does you have confidence everything ordered will be received?**

We are taking every action possible to get products into the hands of those who need them.

In China, in particular, we have hired on-the-ground support, including support from Bolloré Logistics Canada Inc. and Deloitte, to provide transportation, receiving, storage services and customs clearances. This includes providing oversight and monitoring of products from the time they leave the manufacturing facility, until they are secured on the plane.

We are also working closely with our embassies to fully leverage diplomatic channels, and engaging at the highest levels as was the case with the shipment of N-95 respirators from 3M in the US earlier this month.

**It has been said that some orders in China are being diverted to higher bidders. Has this happened to Canada and if so, what is being done about it?**

We acknowledge that early on, we were facing challenges with securing orders in China given the highly competitive marketplace. Since then, we have introduced new, on-the-ground oversight from factory to flight to help ensure orders are fulfilled.

In particular, we have an agreement with Bolloré Logistics Canada Inc. to provide transportation, receiving, storage services and customs clearances. Oversight is maintained at all times until supplies are loaded onto the planes and they depart, ensuring the security of our orders and shipments.

In addition, we continue to work closely with Global Affairs Canada and embassy and consular.