

**Lockington, Elliott (SPAC/PSPC)**

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**From:** Media <[media@tpsgc-pwgsc.gc.ca](mailto:media@tpsgc-pwgsc.gc.ca)>  
**Sent:** August 14, 2020 11:14 AM  
**To:** Roy, Cecely (SPAC/PSPC); fitz-morris, James (SPAC/PSPC)  
**Cc:** Media; Me'Shel Gulliver Bélanger; Bryan Blom; Francesco Santostefano  
**Subject:** FACT CHECKED MO approved response: FOR MO APPROVAL: Media Response / Level 1 - COVID-19 Amazon Contract Request / QMI Agency

Hi Cecely,

This has been fact checked. Minor edits made. I will clean up the email and send for linguistic comparative review of both languages. The response will be sent early afternoon.

Thanks,

Marc

**Marc-André Charbonneau**  
V 819-420-5735 I m 873-354-7219

**From:** Vanessa Audette  
**Sent:** Friday, August 14, 2020 10:29 AM  
**To:** Media  
**Cc:** Erin Mcguey; Brigitte Boucher; Bryan Blom  
**Subject:** RE: FACT CHECKING: FOR MO APPROVAL: Media Response / Level 1- COVID-19 Contract Request Amazon / QMI Agency

Hey Marc, no worries.

Good to go as below. I removed references to Amazon "Canada" because its wrong. One other small editorial change.

Thanks!

**Vanessa Audette**  
Gestionnaire en communications, Approvisionnement en défense I Manager, Defence Procurement Communications  
[vanessa.audette@tpsgc-pwgsc.gc.ca](mailto:vanessa.audette@tpsgc-pwgsc.gc.ca)  
613.793.3968

**From:** Media  
**Sent:** August 14, 2020 9:43 AM  
**To:** Vanessa Audette <[Vanessa.Audette@tpsgc-pwgsc.gc.ca](mailto:Vanessa.Audette@tpsgc-pwgsc.gc.ca)>  
**Cc:** Erin Mcguey <[Erin.Mcguey@tpsgc-pwgsc.gc.ca](mailto:Erin.Mcguey@tpsgc-pwgsc.gc.ca)>; Brigitte Boucher <[Brigitte.Boucher@tpsgc-pwgsc.gc.ca](mailto:Brigitte.Boucher@tpsgc-pwgsc.gc.ca)>; Media <[media@tpsgc-pwgsc.gc.ca](mailto:media@tpsgc-pwgsc.gc.ca)>; Bryan Blom <[Bryan.Blom@tpsgc-pwgsc.gc.ca](mailto:Bryan.Blom@tpsgc-pwgsc.gc.ca)>  
**Subject:** FW: FACT CHECKING: FOR MO APPROVAL: Media Response / Level 1- COVID-19 Amazon Contract Request / QMI Agency

Hi Vanessa,

As discussed — for fact checking. Sorry.

Marc

**From:** Roy, Cecely (SPAC/PSPC) [<mailto:cecely.roy@canada.ca>]  
**Sent:** Thursday, August 13, 2020 4:16 PM  
**To:** Media <[media@tpsgc-pwgsc.gc.ca](mailto:media@tpsgc-pwgsc.gc.ca)>  
**Cc:** Me'Shel Gulliver Bélanger <[MeShel.GulliverBelanger@tpsgc-pwgsc.gc.ca](mailto:MeShel.GulliverBelanger@tpsgc-pwgsc.gc.ca)>; Bryan Blom <[Bryan.Blom@tpsgc-pwgsc.gc.ca](mailto:Bryan.Blom@tpsgc-pwgsc.gc.ca)>; James Fitzmorris <[james.fitz-morris@canada.ca](mailto:james.fitz-morris@canada.ca)>; Neil McKenna <[neil.mckenna2@canada.ca](mailto:neil.mckenna2@canada.ca)>; Elliott Lockington <[Elliott.Lockington@canada.ca](mailto:Elliott.Lockington@canada.ca)>  
**Subject:** Re: FOR MO APPROVAL: Media Response / Level 1- COVID-19 Amazon Contract Request / QMI Agency

Approved - Please see the approved response below with some content taken from the last response provided on the Amazon contract, with some changes in red text.

Thank you,  
Cecely

On Aug 12, 2020, at 1:18 PM, Media <[media@tpsgc-pwgsc.gc.ca](mailto:media@tpsgc-pwgsc.gc.ca)> wrote:

James, Cecely,  
For your approval please. New info, the rest comes from previously issued responses.  
Translation in progress.  
Thank you,  
Michèle

**Media response**  
**QMI Agency**  
**Daoust-Braun, Sarah (QMI Agency)**  
**Date call received: August 11, 2020 at 10:30 am**  
**Deadline: August 14, 2020 at 10:00 am**  
Level 1 - COVID-19 Amazon Contract Request

**BACKGROUND:**

The reporter read that the contract with Amazon for help in managing the distribution of personal protective equipment was suspended. <https://ipolitics.ca/2020/07/31/ottawas-deal-with-amazon-to-distribute-covid-19-supplies-falls-apart/>

She asks about the costs, and the initial value of the contract with Amazon found in the HC document below.

[https://www.noscommunes.ca/content/Committee/431/OGGO/WebDoc/WD10852993/431\\_OGGO\\_COVID\\_reldoc\\_PDF/PublicHealthAgency0fCanada-f.pdf](https://www.noscommunes.ca/content/Committee/431/OGGO/WebDoc/WD10852993/431_OGGO_COVID_reldoc_PDF/PublicHealthAgency0fCanada-f.pdf)

**VALUE STATEMENT:**

**QUESTIONS/ANSWERS:**

- Q1. Is that contract still suspended? Or was it formally cancelled?**  
**Q2. If it was cancelled, did the federal government have to pay monetary compensation to Amazon? If so, what is the value?**  
**Q3. To date, the federal government has reportedly paid \$200,000 to Amazon. What is the total amount paid to date to Amazon for this contract?**  
**Q4. What services were provided by Amazon for the value of \$200,000 and/or for a higher value already paid by the federal government?**  
**Q5. According to this document (p. 79), the initial value of the contract with Amazon was \$5 million. Is that right?**

<https://www.noscommunes.ca/content/Committee/431/OGGO/WebDoc/WD10852993/431 OGGO COVID reldoc PDF/PublicHealthAgencyOfCanada-f.pdf>

**A1-5** On April 1, 2020, the Government of Canada signed a contract with Amazon for access to its technology and services, **which would allow** multiple provincial and territorial health establishments to order personal protective equipment (PPE) directly from the Public Health Agency of Canada (PHAC). The total value of the contract was not to exceed \$5 million, excluding taxes, **however as the contract is service based, payment was made only according to services provided.** Amazon provided their services at cost, without profit. The amount expended against the contract up until June 30 was \$200,184.91, **with** the majority of the cost **was** for delivery through Canada Post and Purolator.

The contract with Amazon created a private storefront within the Amazon Business store that allowed authorized healthcare providers to order supplies directly from the Public Health Agency of Canada. The Public Health Agency of Canada was responsible for importing, receiving, and handling the personal protective equipment before orders were fulfilled. In total, 12.5 million personal protective equipment items were delivered across Canada under this agreement.

Since the contract was originally signed, the Government of Canada has significantly increased the volume of supplies being purchased, both internationally and domestically. The provinces and territories have also requested a more centralized distribution of personal protective equipment, where the Public Health Agency of Canada distributes supplies directly to one or two specific locations within each province and territory rather than to individual health authorities or institutions. As a result, the needs of the Public Health Agency of Canada have evolved and the Agency now requires a longer term, end-to-end logistics, storage, and distribution solution.

For the longer-term solution, the major logistics provider will be responsible for:

- handling receipt of PPE supplies in Canada via all modes of transportation, including air and sea
- deconsolidation
- stocktaking
- warehousing
- inventory management
- preparation for, and national distribution
- providing or coordinating customs and brokerage services, if required

This work is significantly beyond what is covered in the Amazon contract. Amazon has indicated it is currently not able to manage the import, receipt and handling of personal protective equipment prior to order fulfilment.

Work is well underway to identify the major logistics service provider PHAC requires. On May 4th, 2020, a Request for Information (RFI) was published, and valuable information was gathered from industry respondents. The RFI closed [on May 7th](#), and a [Request for Proposals](#) (RFP) was published on July 16th. [The RFP closed on August 4th, and proposals received will now be evaluated.](#)

In the interim, given the volume of shipments arriving daily, PSPC is assisting PHAC with a number of additional short-term solutions to address their immediate needs. Using the information gathered through the RFI, several suppliers were consulted to validate if they have the appropriate warehousing, transportation and inventory management systems required to support PHAC in the short term.

Several suppliers are assisting with deliveries to provinces and territories, including Purolator, Canada Post, Groupe Robert Inc., Bolloré, and OEC. Some PPE suppliers are also delivering directly to the provinces/territories.

The Government of Canada and Amazon agreed to suspend the contract, which took place in mid-July. While the contract specifies the Government of Canada can immediately end the contract by sending notice to Amazon, it can also continue without activity or cost until its planned expiry date of March 31, 2021. [No monetary compensation has been paid or will need to be paid to Amazon as a result of suspending the contract. No cancellation fees will apply in the event that the contract is ended prior to its expiry date.](#)