

## Lockington, Elliott (SPAC/PSPC)

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**From:** Kusnick, Chelsea (SPAC/PSPC)  
**Sent:** May 5, 2020 1:11 PM  
**To:** 'Bennett Little'  
**Subject:** RE: May 2020 further to my experience with Buyandsell.gc.ca

Hi Bennett,

I am very sorry that you've had a hard time dealing with the department on your application. I would be happy to help you get MDEL approval so you can continue the process.

Here is the online application for MDEL :

<https://www.canada.ca/en/health-canada/services/drugs-health-products/compliance-enforcement/establishment-licences/forms/medical-device-establishment-licence-application-form-instructions-0292.html>

<https://www.canada.ca/content/dam/hc-sc/documents/services/drugs-health-products/compliance-enforcement/establishment-licences/forms/medical-device-establishment-licence-application-form-instructions-0292-eng.pdf>

Once you've completed that, please send it to [hc.mdel.application.leim.sc@canada.ca](mailto:hc.mdel.application.leim.sc@canada.ca).

If you don't hear back in 24-48 hours, let me know and I'll follow up.

You can find detailed guidance at the below link which is tailored based on the sort of product you are pushing.

<https://www.canada.ca/en/health-canada/services/drugs-health-products/covid19-industry.html>

Let me know if you have any questions.

Best,

Chelsea

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**From:** Bennett Little [mailto:benlittle@facetedproducts.com]  
**Sent:** May 3, 2020 12:51 PM  
**To:** Kusnick, Chelsea (SPAC/PSPC) <chelsea.kusnick@canada.ca>  
**Subject:** May 2020 further to my experience with Buyandsell.gc.ca  
**Importance:** High

Hi – I hope that you are well and staying safe

Based upon our previous correspondence, I thought that you would like to have some feedback as to the operations of the Department. There certainly has been a significant amount of questions and criticism, and then more criticism, and then more questions, levelled against procurement in general and Canadian Procurement (federally and provincially) since this C19 'situation' started. Frankly speaking, people

in general, as well as services and systems supporting same were not and are not adaptable enough to deal with the crisis – most systems are not designed to be flexible and the people working within them have had to adapt accordingly as the systems do not, by nature, have elastic boundaries. So it follows that erstwhile vendors who know ‘how to play the game’ will milk the inherent weaknesses and the conclusions that result/have resulted are inescapable.

What follows is my experience - a few days after our last exchange of email, I received a call at 4:50 PM on Wednesday, April 29<sup>th</sup>...I couldn’t take the call, but called back 4 minutes later and left a message in return. The next morning, not having received a call back, I called again at 9:52 AM and had a conversation with the agent, named Marie (418-649-2914), who said that she had to verify my account as “there are 26,000 companies” who have applied. So we started going through the questions and she asked me if I could supply 500,000 RIOSK N95 masks per week and supplemented that by saying that, “it is a big quantity”. I replied in turn that I could do so, that the masks that I would supply are the real thing, and that 500,000 per shipment is not considered large any longer. She then asked me if I had an MDEL number and I confessed immediately that I did not know what she was talking about.

She told me where to find the information and I told her that I had a video meeting until 11:30 AM but would look up the information and call her back before Noon. I left a message at 11:42 AM. Not having received a call back and understanding the urgency of the mask situation (which was also mentioned by Marie in our initial conversation), I called back at 4:38 PM and left another message.

On Friday, May 1<sup>st</sup>, after still not having received a call back, I left another message at 1:19 PM.

I now have the documentation and will be filing for the MDEL. Chelsea, here’s the thing – those 4 factories that make the RIOSH N95 masks in China...they are all owned and controlled by the government, like I told you before. If you don’t have a contact, you don’t get in – and that includes governments. This is the Chinese way of doing things and it has been that way since I started doing business in China 30 years ago. I don’t sell bogus or defective product and my deliveries are on time. This person doesn’t understand that Canada has lost total face, sorry to say – the \$43 million fiasco was just the crowning touch. To give you an example, ordering 500,000/week sounds reasonable for a North American way of operating – but given the way things are working over there now, an order for half a million is going to be ignored.

It isn’t going to matter that it will run for 10 or 20 or 50 weeks or whatever.....they are running their machines flat out 24/7 and they want to change their production runs as

infrequently as possible. Of course you understand what I am saying.....better to order 2 million as one order than to order 4 X 500,000. I would have been glad to explain all that (and more) to her but she obviously isn't listening because I don't have an MDEL. The fact that I speak Mandarin, have the contact, and can get the job done when all those others aren't and haven't evidently isn't as important as me not being able to fit within her system. And the Government's opportunity to buy the Israeli mask is lost, too, because we are the exclusive agent.

So that's (very unfortunately) where it's at. Fonctionnaires are not going to get this job done for you.

Wishing you well,

Bennett Little