

## Consultative Meeting Notification 151 / 2017

**Buyer-Seller consultation on Cleaning and Sanitation**  
**Service dated 11.12.2017**

Presented by :

Date :



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**Buyer-Seller consultation on Cleaning and Sanitation Service dated 11.12.2017**

Consultative Meeting held on 11th December for Cleaning and Sanitation Service with sellers and buyers.

Following participated in the meeting:

S NO.	Name	Name of Organisation
1	Bipin Kr Choudhary	SSMF
2	Col Amitabh Amit	CSMS
3	Jeevan Roy	MDWS
4	Sangita	Yasikan EPL
5	Yuganter	Yasikan EPL
6	Suman Mohan	WESPL
7	Jay Kishore Jha	
8	Dalbir Singh	DFS
9	Rashid	SMS
10	Vineet Jain	Jain Enterprise

**Government e-Marketplace (GeM)** is preparing for its transition from the current pilot version to significantly enhanced and scaled up GeM version 3.0 shortly. GeM has been created/ adopted by Government of India as National Procurement Portal has the mandate of supporting all Central/State Government Organisations, PSUs, Local Bodies and Corporations in the procurement of Common Goods and Services, which is a significant of total Government Procurement.

GeM over the last one year has been on a learning Model, to create a robust procurement platform that provides the right Service, at the right price, in right time. Ensuring Supply of Quality Service meeting the qualitative and certification requirements through online portal has been one of the major challenges across the world, where GeM is no exception. In order



to ensure that GeM version 3.0 is able to meet expectations of various stake holders. To ensure this a consultation meeting of all the stakeholders was organised on 11th December, 2017.

**In the Consultative Meeting following points were discussed:-**

1. A brief introduction was given by Mr SK Gupta explaining all the stakeholders the Agenda of the Meeting while introducing them to the idea of GeM and the proposed new features of version 3.
2. A presentation was given to cover following aspects:
  - I. The vision of Government e-Marketplace
  - II. Procurement of Service as per GFR on GeM
  - III. Proposed Features of Version 3.0 such as:
    - Availability of Bid and RA for all Services
    - QCBS in Marketplace as well as Bid and RA
    - Market Based Bunching of Products and Service and within various categories of a Service
    - Multi Cart Functionality to create separate carts and get separate L1s
    - Performance Based User Ratings of Service Providers.
  - III. Working of the Current System
  - IV. Technical Parameters or Specifications defining this Service were discussed
  - V. Service Level Agreement Document

**Following Points were additionally discussed during the meeting:**

- In the existing system there are large numbers of combinations for which a seller has to provide pricing from which the buyer selects to purchase. In the proposed new system the service attributes are divided into core and add-on which helps in reducing the combinations for which pricing is to be given. Based on the buyer requirement the system will create combinations. The service providers were requested to provide core parameters and add-ons for the service.
- This Service is outcome based, but has not been bifurcated further as per cleaning area type like wash-room, terrace, common area etc. Thus the suggestion is to further bifurcate this Service to help the Buyer procure the right kind of Service and at the Right Price. Thus giving the Buyer freedom to select type of cleaning area and combinations for that.
- The 'type of area' and its cleaning standard may vary as per 'building type'. Thus the Type of Building should either be pre defined or must become Buyers Obligation to inform the Service Provider.



- In the current system only few states and their major cities have been made available for both the Buyer and the Service Provider for this Service. This Area list should be more exhaustive to take this Service to deeper levels.
- Further bifurcating the Area will also help the Service Provider better enlist their Service.
- In the current system the Service Provider has no option to refuse a work order and thus this option must be made available to them with some time constraint.
- Minimum limit of the area to be cleaned will be taken by the Service Providers in the new version.
- Measuring of the Toilet Area can be done with respect to Number of Seats or Number of Urinals.
- As per GFR, any orders value which is over 30 Lakhs has to go through Bid or Reverse Auction. A request to increase this number from 30 Lakhs to 50 Lakhs for Manpower related services was raised by the participants.
- This Service may have separate requirements at a rural level and would require Buyer Departments and other involved stakeholders to provide such information so the outreach of this Service can be increased by making it more relevant.
- It has also been highlighted by the Service provider that payment may be streamlined.

Taking the discussion further after providing an understanding of how version 3.0 will have Core Parameters and Add-ons in a service it was decided that the Technical Parameters or Service Specifications can be provided by the Service Providers, to fine-tune this Service for better functionality.

Regards

GeM-Admin