AN OVERVIEW

A DEPARTMENT OF COMMERCE INITIATIVE

Government of India
Ministry of Commerce & Industry
Department of Commerce

GOVERNMENT E MARKETPLACE THE GENESIS

- A one-stop online procurement portal for all Government Buyers including Central/State ministries, Departments, Bodies & PSUs. Launched on 9th August 2016. (https://www.gem.gov.in/).

- Rule 149 of GFR amended to "Procurement of Goods and Services by Ministries or Department will be mandatory for Goods or Services available on GeM"

- GeM aims to enhance efficiency, transparency, inclusiveness in public procurement.

- It provides the tools of e-Bidding, Reverse Auction and Direct Procurement to facilitate Government users achieve the best value for their money.

"The government is committed to curbing corruption. One of the key aspects of this objective is to minimize the Governments human transactional interface."

OPEN
INCLUSIVE
CASHLESS
CONTACTLESS
RIGHT PRICED
EFFICIENT
END TO END SOLUTIONS
TRANSPARENT
PAPERLESS

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KEY STAKEHOLDERS OF GeM

Internal Stakeholders Execution Engine

- GeM SPV
- MSP
- PMU

Buyers
- Central Govt
- Central PSUs
- State Govt.
- State PSUs
- Autonomous Bodies

Sellers
- OEMs
- MSE
- Startup
- Authorized Resellers
- Service Providers

External Govt. Systems
- UIDAI
- GSTN
- PFMS
- MCA 21
- PAN Database

Inspection Systems
- CAG
- CVC
- CGDA
- RTI

Partners
- Banks
- Rating Agencies
- 3PL
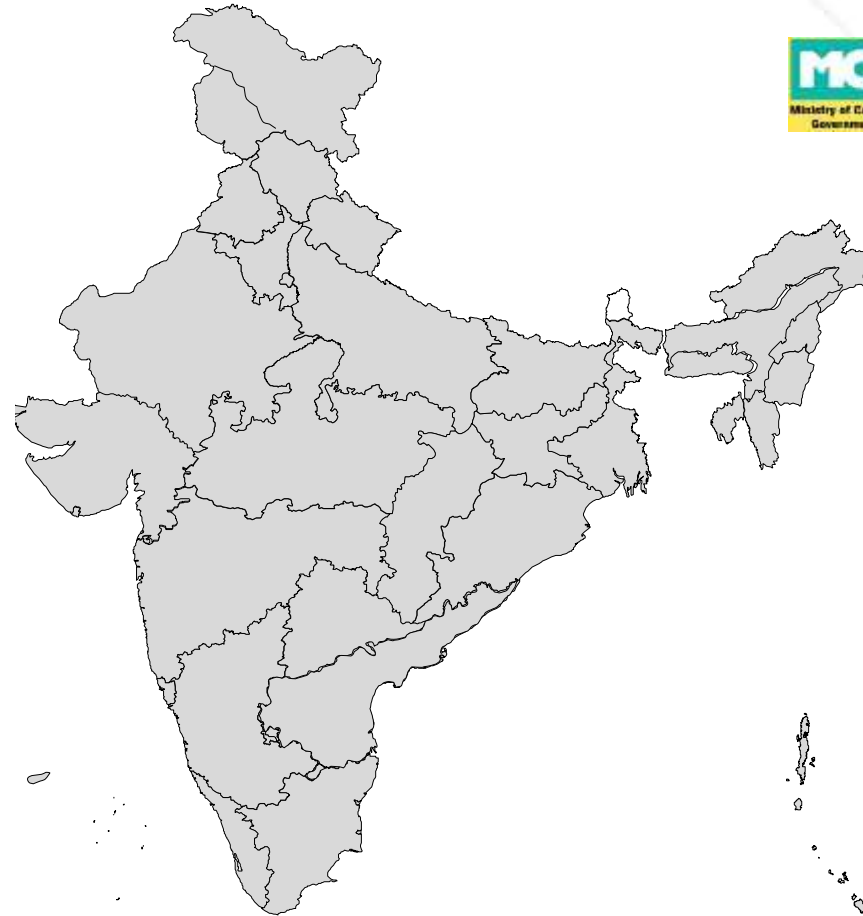- Other Commercial Agencies

ESTABLISHED FOOTPRINT ACROSS INDIA

Partnered with Industry Associations & Other Institutes:

MoU with Financial Institutions/Banks:

KEY STATISTICS

Buyers
64,113

Sellers & Service providers
5,434,924

Products
5,432,500

Total Number of Orders
12,234,240

Gross Merchandize Value
332,935 Cr

GeM Transactions

As on 22nd Nov 2022

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KEY ADVANTAGES FOR BUYER

End to End System from Registration to Payment

Provides transparency and ease of buying

Provides options for search, compare, select and buy facility

Offers rich listing of products for individual categories of Goods/Services

Up-to-date user-friendly dashboard for buying, monitoring supplies and payments

Order Process redesigned for ease of use

Option to provide multiple consignee locations and quantity after authentication

Bunching for products/services

Price Trend for Products

KEY ADVANTAGES FOR SELLER

Direct access to all Government departments

One-stop shop for bids / reverse auction on products / services

Dynamic pricing: Price can be changed based on market conditions

Strong vendor rating system

New Product suggestion facility available to Sellers

Seller friendly dashboard for selling, and monitoring of supplies and payments

News and Event Section for Regular Updates

New on GeM – Shows list of new product categories added

BUYER USER ROLES BASED ON SEGREGATION OF DUTIES

GeM
Government
e Marketplace

Efficient • Transparent • Inclusive

BUYER

Buyer & Consignee can be the same entity. Makes purchases and draft BILLS

CONSIGNEE

Accepts & Rejects consignment. Also generates CRAC

INDENTOR

Selects the item and add it in specific buyer's cart

PRIMARY USER

Scope of Primary User:

1. Register Organization

2. Creation / Modification of Secondary Users

3. Manage users and Deactivation

4. Monitoring of Orders placed

DDO

Processes bills and pushes bills to PFMS

PAO

Process bills for payment (Non PFMS Payment mode)

TECHNICAL EVALUATOR

Evaluates bidders on technical parameters

Direct Purchase

For amounts less than INR 25,000/-

L1

For amounts Greater than INR 25,000/- And less than INR 5 Lakhs

Bid/ Bid to RA

Procurement Via Bid and Bid to RA to get the best price quote

Intent of Buying - PAC

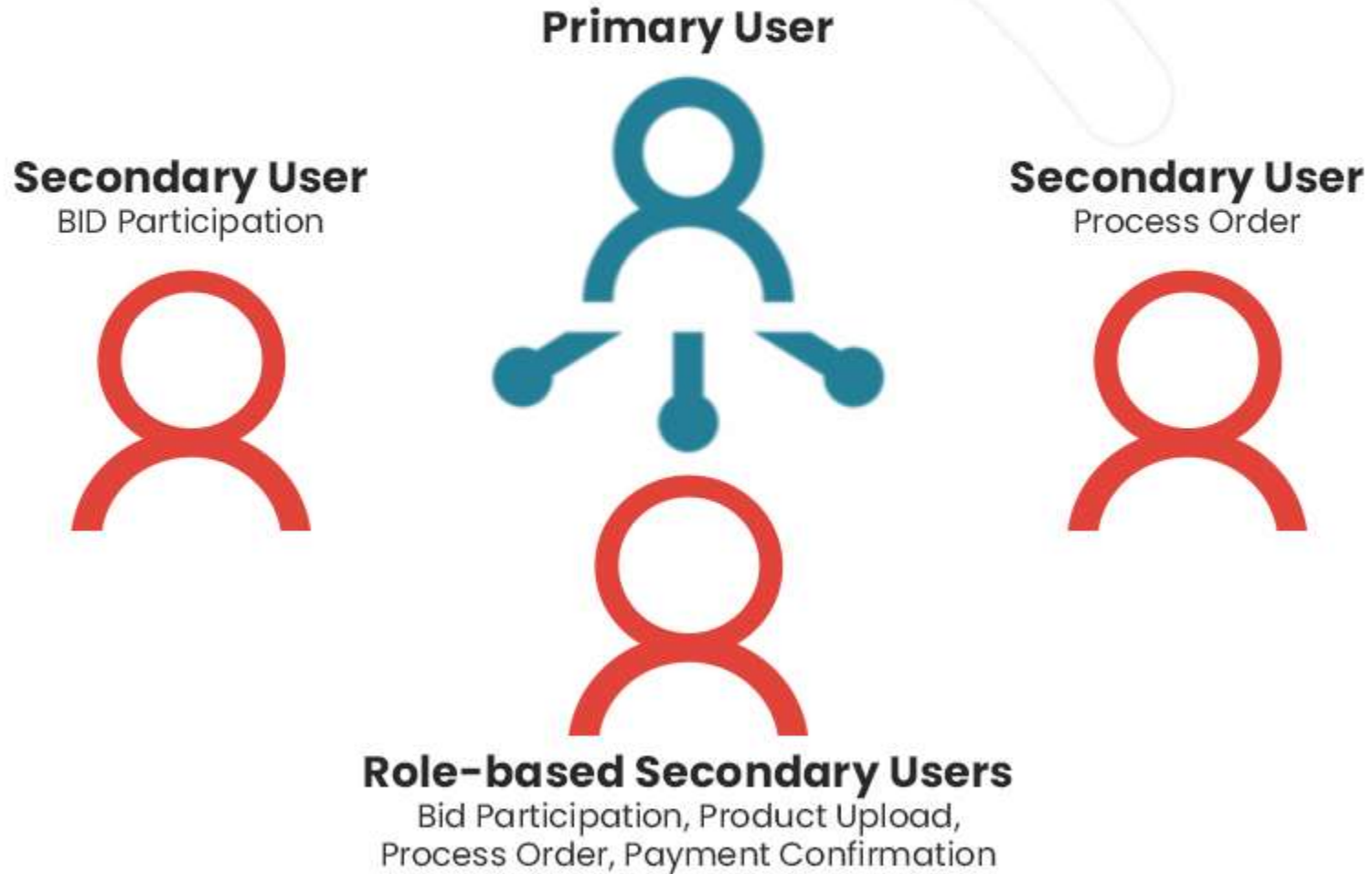Procurement of specific product as per requirement is also possible

Custom Bid/ BOQ

Procurement of Goods / Services not available on GeM

Push Button Procurement

Buyers will have an option to create a PBP Notice for L1 purchase (Compare and Buy For Up to Rs. One lakhs.)

Primary User

Secondary User
BID Participation

Secondary User
Process Order

Role-based Secondary Users
Bid Participation, Product Upload,
Process Order, Payment Confirmation

NOTE: All roles can be performed by single secondary seller

CATEGORY DRIVEN CATALOGUE MANAGEMENT SYSTEM

In order to ensure that the Buyers get Genuine products at the most reasonable prices GeM has classified its catalogues into Six Quadrants.

Quadrant 1:
Product offers in categories under this group Will be solely offered by Gem validates OEMs.

Quadrant 2:
OEMs shall operate Marketplace subject to Providing its complete list of Open market Authorized sellers along with formal Commitment to list and maintain all Appropriate and current Product Catalogue For pairing by its Resellers.

Only White listed OEMs CMS 1

Automobiles
KVIC ACASH

Only White listed OEMs & their Authorized Seller CMS 2

Desktops
Laptops Servers

Resellers-No OEMs
CMS 4

Low end general products Stationery, Sanitation products Soaps, edible items

OEMs &
Authorized Resellers
CMS 3

Furniture Office/ Lab Equipment's Textile

Self Help Groups-SHG's
CMS 5

Only Resellers

ODOP
CMS 6

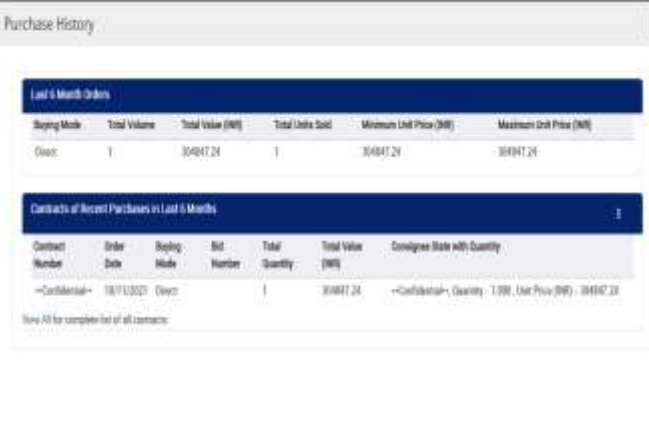**Only OEMs can upload, Resellers can pair**

CATEGORY DRIVEN CATALOGUE MANAGEMENT SYSTEM

In order to ensure that the Buyers get Genuine products at the most reasonable prices GeM has classified its catalogues into Six Quadrants.

Quadrant 3:
Product offers in categories under this group can be from OEMs and/ or their Authorized Resellers concurrently.
In case OEM has not created Product Catalogue, Authorized Resellers of OEMs are also permitted to do the same.

Quadrant 4:
Product and/ or Offers in categories under this group can be from OEMs and/ or Resellers.
In case OEM has created Product Catalogue, then their catalogue will be used exclusively for pairing by all Resellers without any requirement of further endorsement of any kind by the OEM.

Only White listed OEMs CMS 1 Automobiles KVIC ACASH	**Only White listed OEMs & their Authorized Seller CMS 2** Desktops Laptops Servers
Resellers-No OEMs **CMS 4** **Low end general products Stationery, Sanitation products Soaps, edible items**	OEMs & Authorized Resellers **CMS 3** **Furniture Office/ Lab Equipment's Textile**
Self Help Groups-SHG's **CMS 5** **Only Resellers**	ODOP **CMS 6** **Only OEMs can upload, Resellers can pair**

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CATEGORY DRIVEN CATALOGUE MANAGEMENT SYSTEM

In order to ensure that the Buyers get Genuine products at the most reasonable prices GeM has classified its catalogues into Six Quadrants.

Quadrant 5:
The Q5 quadrant is a specialized quadrant for select few categories that require a customized behavior. Currently Q5 applicable only in the context of Self-Help Groups (SHG) categories. These categories are created under the L1 catego "SHG Products". The quadrant Q5 is auto assigned to these categories. The Q5 quadrant is not available for selection in category under any other Level 1 category. All brands for the categories are auto created from the backend. During catalo upload, the sellers are not given the option to request for a brand. All sellers can only upload as Resellers -- there is no O or OEM Dashboard concept.

Quadrant 6:
The Q6 Quadrant is exclusively for ODOP category where only OEMs can upload the catalogue, resellers will be able to pair the catalogue with OEM's catalogue.

Only White listed OEMs CMS 1

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KVIC ACASH

Only White listed OEMs & their Authorized Seller CMS 2

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OEMs &
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CMS 5

Only Resellers

ODOP
CMS 6

Only OEMs can upload, Resellers can pair

Price Reasonability Tools

GeM has embedded multiple features so that Buyers may ascertain the price reasonability of products before placement of orders.

Price Trends: Helps Buyers to ensure reasonability of rates quoted by Sellers
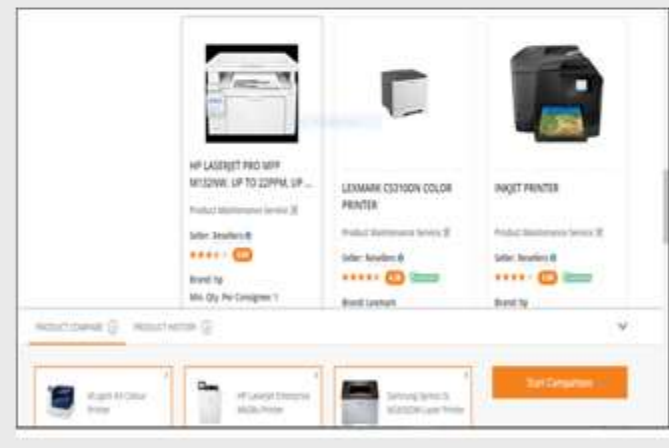
Purchase History – To view the details of last 6 months Orders and Contract Details

Price Comparison in GeM: GeM provides the facility to compare multiple products in the GeM Marketplace

Online Mode of Incident Reporting in case of Price Related Insanity

Ratings for Buyers and Sellers

Buyer Rating

- A strong Buyer Rating system will reward good performance by the Buyer and more Sellers would like to do business with a highly rated Buyer.

- Buyers will be able to attract better prices from Sellers, as more Sellers will like to do business with highly rated Buyers.

- Parameters on which buyer will get rated are-
    1. Timely Bid closure
    2. Timely order placing
    3. Timely acceptance
    4. Timely payments

Seller Rating

- A strong vendor rating system will reward good performance of sellers by giving them opportunity for more business
- Sellers will also be able to improve upon their ratings by focusing on specific areas

- Fake/Inactive sellers will be weeded out, hence ensuring only genuine sellers get to do business with government.
- Parameters for the Seller Rating :
    1. Delivery
    2. Quality
    3. Reliability
    4. Feedback

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Classification of Buyers

Buyer Flagging

Individual Buyers are classified as Red, and Orange as per their payment due status Criteria for such classification would be −

Red – more than 30 payments due for more than 70 days post CRAC

Orange – More than 20 payments due for more than 70 days post CRAC

This feature is introduced to help the Sellers make informed decisions. Sellers will not be penalized for rejecting orders from "Red" buyers.
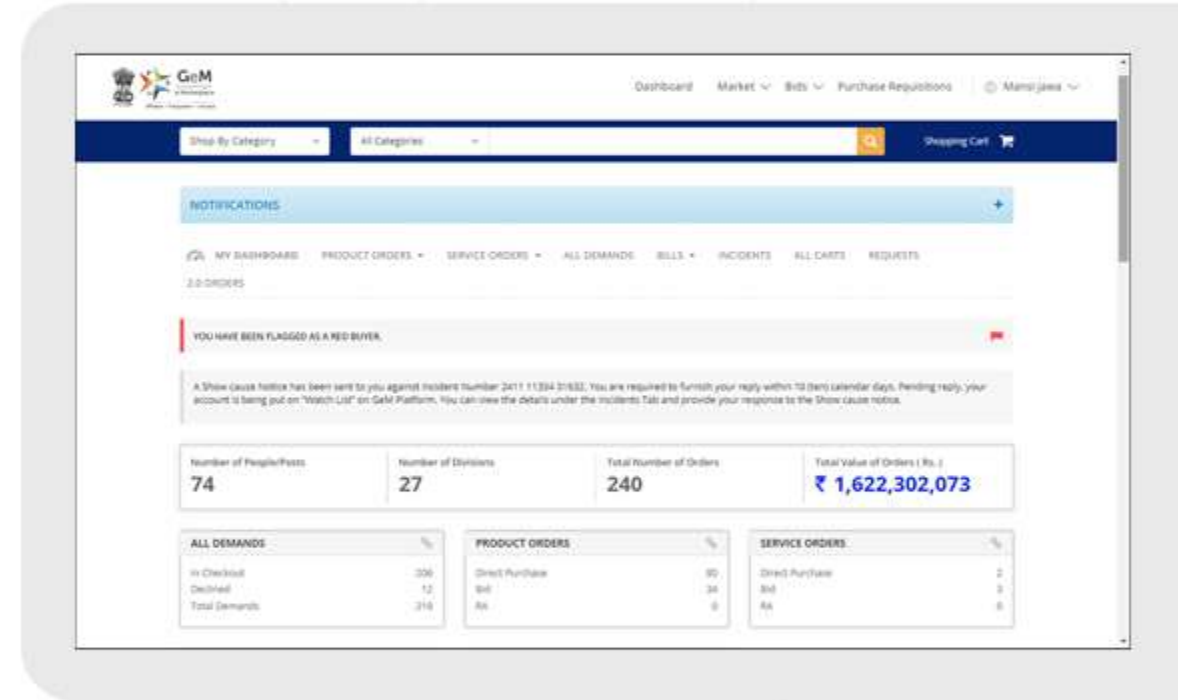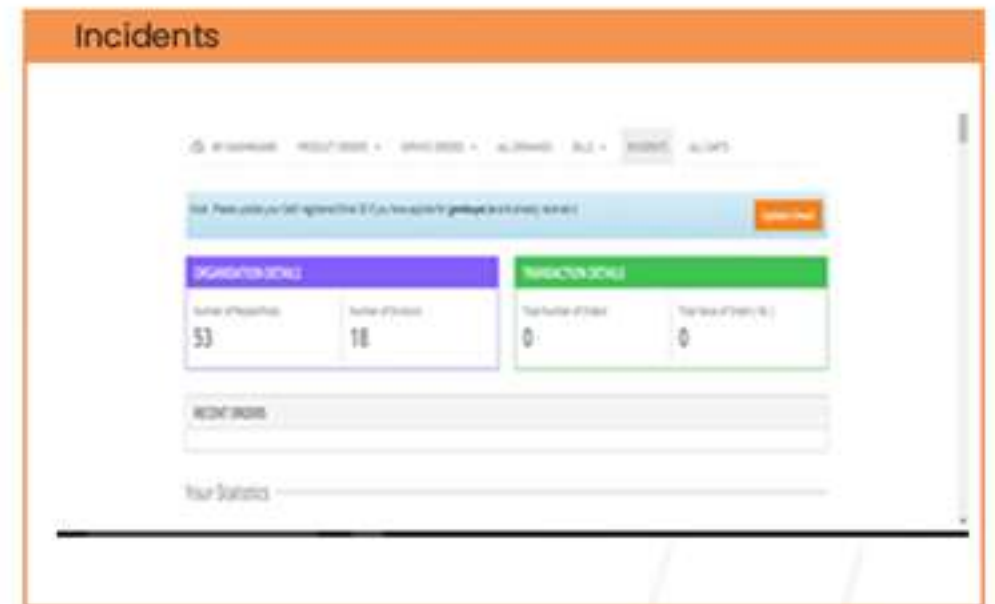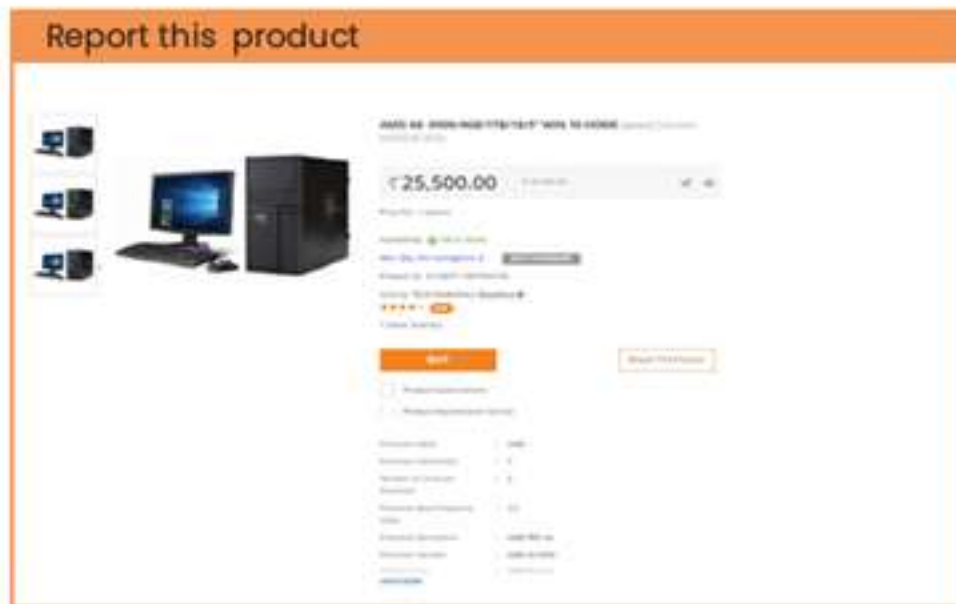
Integrated Incident Management

Incident Management can be used by Buyers and Sellers to raise issues for any Pre-order placement and/ or Post-order placement deviations.

Pre-order placement incident management will deal with the deviations in the Product Catalogue, Seller Registration, Seller Authorization.

Post-order Placement Incident Management will deal with the contract deviations by the seller.

The Incident Management Policy can be accessed at https://assets-bg.gem.gov.in/resources/upload/shared_doc/incident-management-policy_1649329141.pdf

Vendor Assessment By QCI

GeM mandates the OEMs/Sellers (except those exempted) to establish their credentials and fast track their sales by getting pre-assessed by Quality Council of India (QCI).

Benefits of getting Vendor Assessment done at GeM:

» Pre-assessed Vendors are tagged as Vendor Assessed in front of their names at GeM Marketplace.

» Vendor Assessment is a contributing parameter to arrive at the Seller Rating displayed on the GeM Marketplace.

» The Vendor Assessment of the applicant will be based on authentication of vendor profile, financial capacity and technical details of the items to be offered on GeM as per the prescribed format.

» GeM provides Vendor Assessment services through QCI

Details of Vendor Assessment can be accessed at https://assets-bg.gem.gov.in/resources/upload/shared_doc/vendor-validation-policy-v3_1601553886.pdf

Service Sanitization by QCI

» Validation of Certification

» Validation of Project Experience (Only Government/Public listed company experience)

Details validated by QCI under certification (if applicable) are as follows:

1. Company name
2. Validity
3. State for which license has been issued (if applicable)

Note: The details are verified against the document uploaded by the vendor

✓ QCI VERIFIED **GeM Service Provider** SEE DETAIL ∨	Operations And Support, Project/...	Helpdesk Services, Network...	Graduate	B.Tech(CSE/IT), BCA
✓ QCI VERIFIED **GeM Service Provider** SEE DETAIL ∨	Operations And Support	Software Developer	Graduate	B.Tech(CSE/IT), B.Tech(ECE), BBA, BCA
✓ QCI VERIFIED **GeM Service Provider** SEE DETAIL ∨	Project/ Programme Implementation	Digitization Operator	Graduate	BBA, BCA

Details validated by QCI under project experience are as follows:

1. Department name
2. Oder Number
3. Project Value
4. Project Duration

"QCI verified" vendor for a service – Assures that the mandatory/ voluntary compliances, if any, & successfully completed/ executed relevant government/ public listed company project experience(s) declared by a vendor is validated by QCI.

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New Feature – GeM 4.0

Smarter, better, intelligent and more inclusive system.

New software processes have been implemented to enhance and improve the platform, taking GeM to the next level.

A technology roadmap - involving analytics, Hyper ledger with smart contracts using blockchain technology, Artificial Intelligence, Machine Learning and Deep Learning

New Feature – GeM 4.0

Revamped User Interface and User Experience (UI/UX)

Advanced Analytics

NLP based Search Engine

Blockchain

Ease of Payment and timely payments

Customized Dashboard

Dedicated Corner for CPSEs and large buyers

Seller Incentivisation

GeM 4.0 – Ease of Access

Unified Procurement System (UPS).

Faster and focused creation of categories of products and services.

Ease of Login and Authentication for Buyers.

Integrated Workflow Systems with Buyer Departments.

Demand Aggregation.

Staggered Delivery.

Re-designed Bidding Module.

GeM 4.0 – Transparent & Convenient

- Hyper Ledger for smart contracts and distributed trust through block chain technology

- Making the OEMs responsible for their product catalogue and ensuring quality

- Revamping the bidding processes for L1

- Measures for ensuring price sanity in the marketplace

- Vendor Assessment for OEMs and resellers

- Buyer Specific ATCs (Additional Terms and Conditions)

- Increased transparency for major procurements across buyers

- Revamping the rating system.

GeM 4.0 – Customer Support

- Efficient Helpdesk with Voice of the Customer (VoC) initiative

- Faster issue resolution through dashboards leading to higher satisfaction levels of buyers and sellers

- Streamlining complaints from social media and emails.

- Context sensitive virtual assistant/chatbot to reduce helpdesk burdens

- Incident Management (IM) Policy Overhaul

- Implementation of a one-time caution money deposit from sellers for procurement

- Buyer and Seller Ideation & Collaboration Platform

GeM 4.0 – Building Inclusivity

Gem partners the marginalized and underprivileged sections of society in their growth story by encouraging MSMEs through special filters.

Gem is prioritizing on boarding of MSMEs, Self Help Groups (SHGs), weavers, artisans including those registered in Hunar Haat, Craftsmen and TRIFED onto GeM.

Created special categories from TRIFED.

Weavers pre-verified by the Textiles Committee, has been onboarded as part of the "Handloom Mark" and "Indian Handloom Brand" categories.

Custom Bid for Products & Services

- Custom Bid has been introduced for Buyers for Procurement of specialized products and services that are currently not available on GeM.

- The salient features of the process are as below:

- Custom bid can be placed for estimated value >5 lakhs.

- The buyer would be asked to take an undertaking that the procurement of required item is not feasible from the items/catalogues available on GeM.

- For custom catalogue based bid, the minimum bid duration is 10 days and maximum is 45 days.
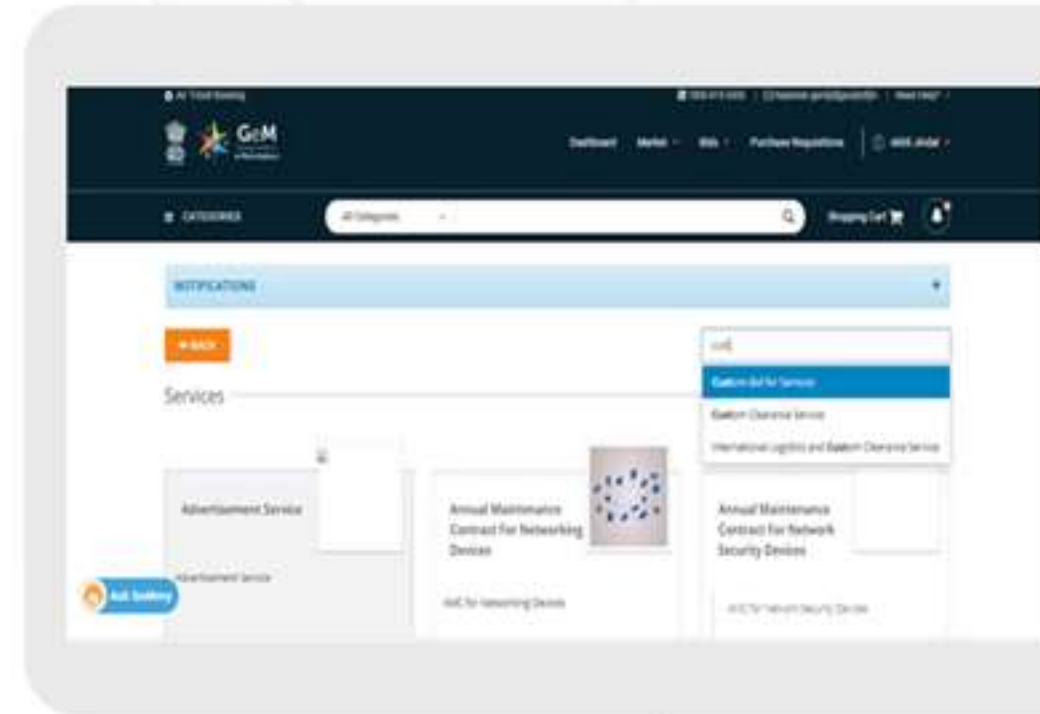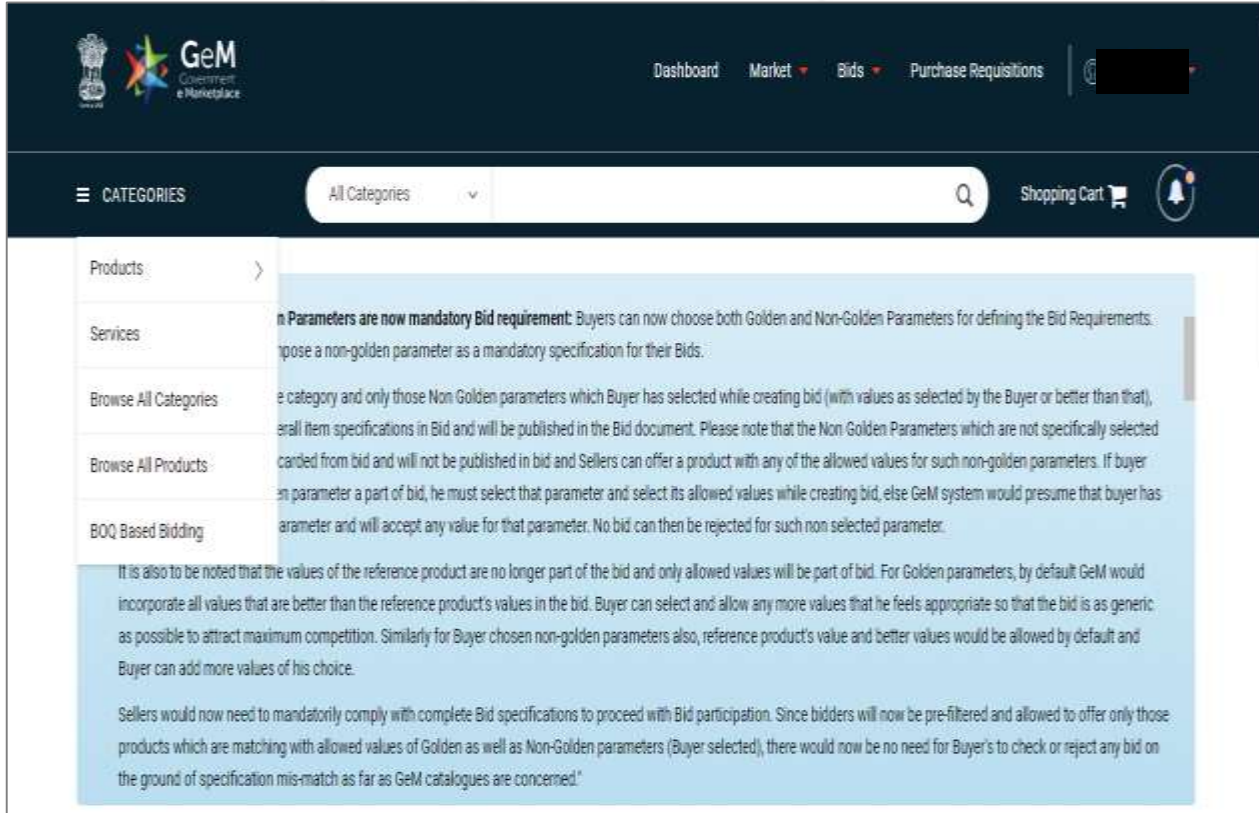
BOQ : BOQ-based bidding enables the buyer to examine item-wise price breakdown in a larger project/contract.

BOQ based bidding has been introduced to enable Buyer to analyze Item wise Price breakup in a larger contract/project.

Primary useful for turnkey jobs where the Supply of line items to be procured are more, however Total value wise / item wise Evaluation is required.

Benefit of price break up shall help Buyer to monitor price hike for the same project.

Forward Auction - The GeM Portal equips its users with Forward Auction facility both for movable/immovable Property/Products.

Forward auction are auctions, which can be used by sellers to sell their items to many potential buyers.

Items are commonly placed at an online auction site. Buyers can continuously bid for the items they are interested in. Eventually the highest bidder wins the item.

The Secondary user registered as Buyer on GeM will have to be Auto registered as an Auctioneer onto the FA Module. To access the forward auction module, Auctioneer will need to first log-in onto the GeM Portal using their User-id and Password. Post successful log-in, the buyer will be able to access the FA module. The link will redirect (SSO Login) the Auctioneer to the FA Dashboard where s/he would be able to create their category, create auctions, configure auction parameters (such as start price, increments, time-extension etc.)
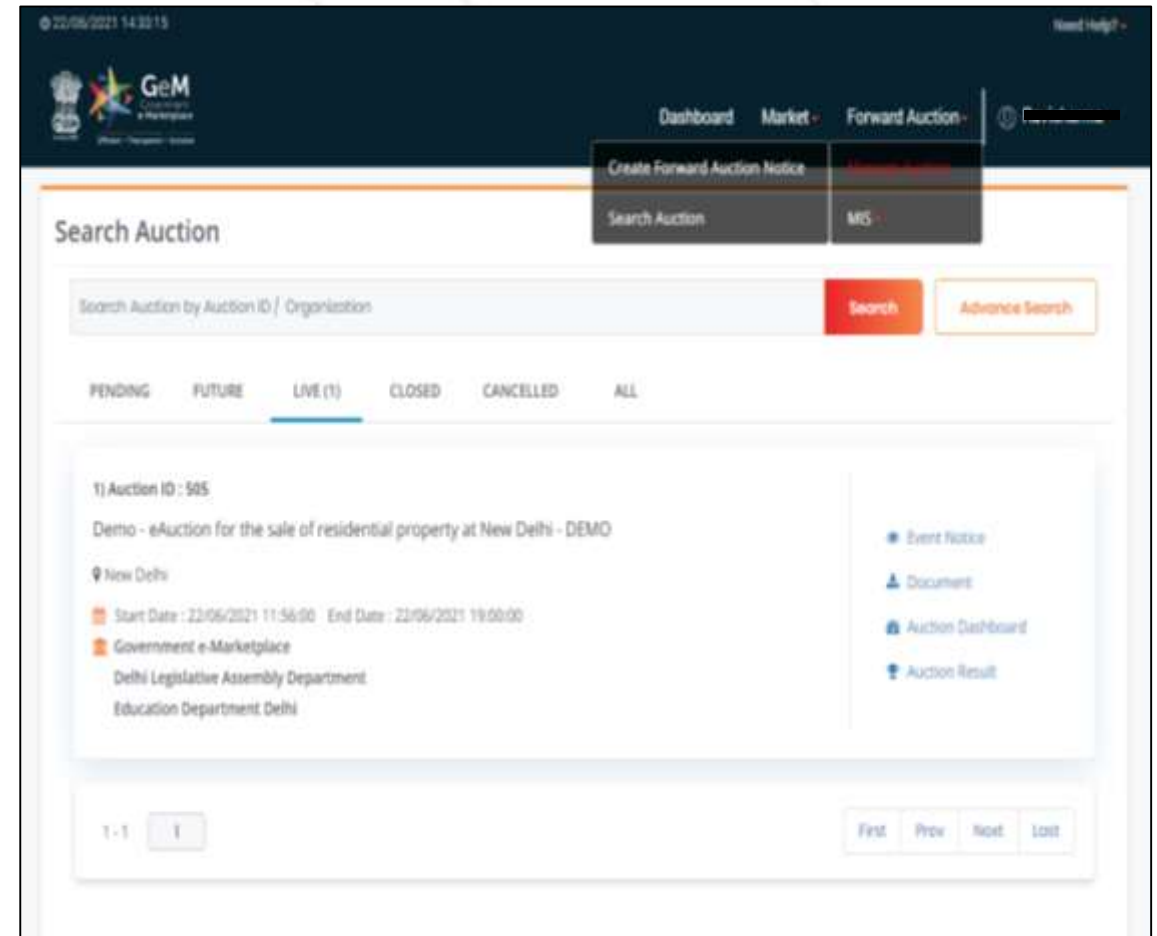
GeM Pool Account is a special purpose bank account (non operative Savings/Current Account) opened, operated and controlled exclusively by each NPAE (Non-Public Financial Management System (PFMS) Agencies/Entities) for the purpose of crediting 100% projected value of the contracts/supply orders in to the account and for subsequently making timely payments to the suppliers on successful supply and acceptance of goods & services ordered on GeM against supply orders placed by the NPAE on GeM.
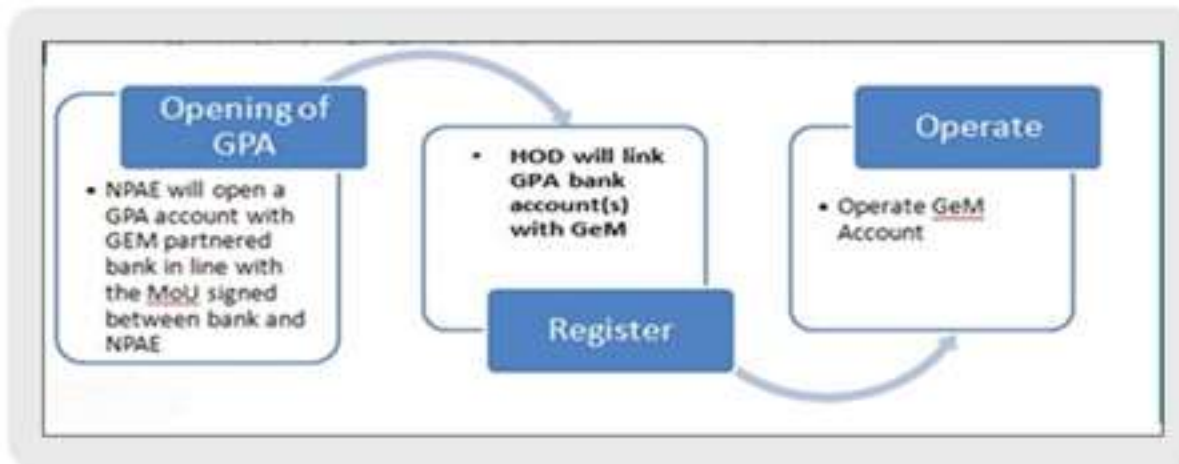
The GeM Pool account has 2 Models :

- Funds are transferred in The GeM Pool account after the demand/intent has been finalized

- A Challan is generated on GeM using which the Buyer funds the required amount in GeM Pool account.

- A Floating amount based on Procurement forecast is maintained by Buyer in Pool account

- No challan is generated as pool account is already funded.

Opening of GPA
- NPAE will open a GPA account with GEM partnered bank in line with the MoU signed between bank and NPAE

- HOD will link GPA bank account(s) with GeM

Register

Operate
- Operate GeM Account

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Services available on GeM

- Vehicle Hiring service
- Human resource outsourcing
- Goods Transportation
- Cleaning and Sanitation
- Security manpower services
- Professional service/ IT service
- Canteen/ Catering services
- Laundry services
- Data and Voice service
- Call Centre service
- Dairy & Calendar Printing
- Product maintenance service
- Packed drinking water service
- Vocational Training Services

- Scanning & Digitisation service
- Healthcare services
- Leasing/ Hiring of E-vehicle
- Printing Service
- Software support service
- IT professional outsourcing service
- Language services
- Restaurant Catering service
- Decorative Plant service
- Data Analytics service
- AMC Networking devices
- Consultancy service
- Repair/ Maintenance (AMC service) service
- Training Services

Capacity Building - Multiple Modes of Learning

GeM
Government
e Marketplace

Efficient • Transparent • Inclusive

Classroom	Webinar	Master Trainer	YouTube	LMS

Learning Management System - Gateway to Master the Usage on GeM

GeM Learning Management System
Your gateway to master the usage of GeM portal !

Home Submit Attendance LMS FAQ's LMS Login

Videos Guides   Resources   Webinars   Social Feeds   FAQ's

Get Started

Efficient • Transparent • Inclusive

Asset Repository
Exhaustive Videos, eBooks, Manual and FAQs repository to help you learn effectively

Micro Learning
Bite-sized Micro Learning assets to give you just the right amount of information

User Journeys
Structured user journeys, for a seamless learning experience

Certification
Get assessed and add credibility by demonstrating your understanding of GeM

Social Media Feeds
Learn about what's latest at GeM, upcoming trainings, events and features updates
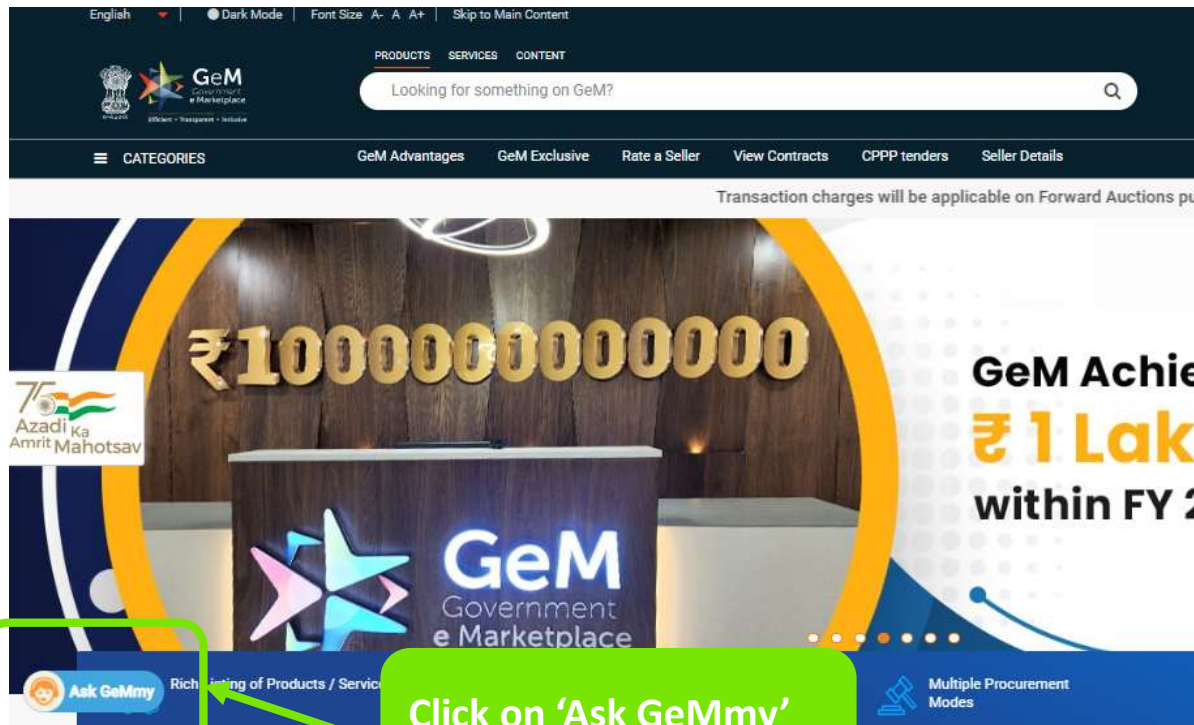
Learning Ecosystem
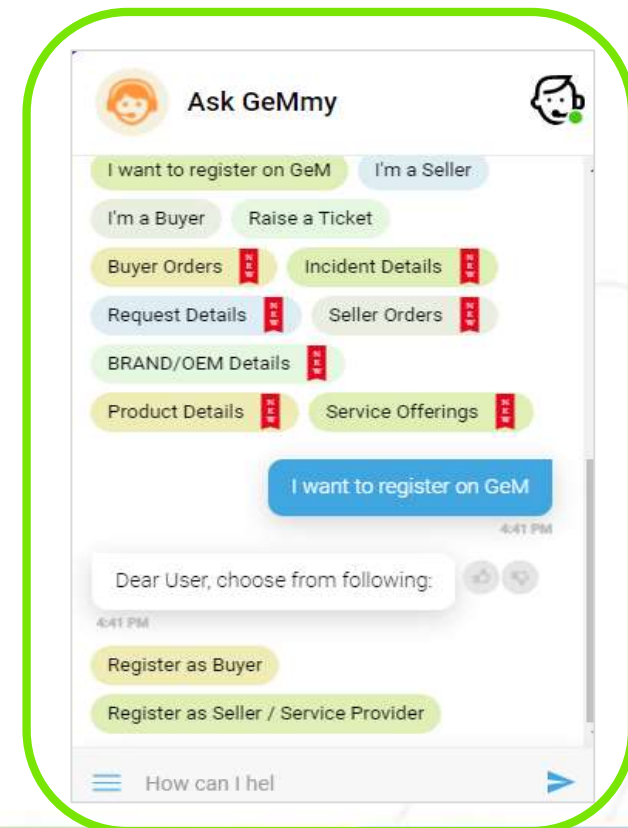You can contribute and continue to enrich the repository

ess both Buyer as well as Seller User Journeys

Access to Training Institutes to

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GeMmy Chatbot

Ask GeMmy- 24 x 7 AI assistant responds to buyer/seller queries automatically without manual intervention. One may type the Keyword for topic they want to enquire.
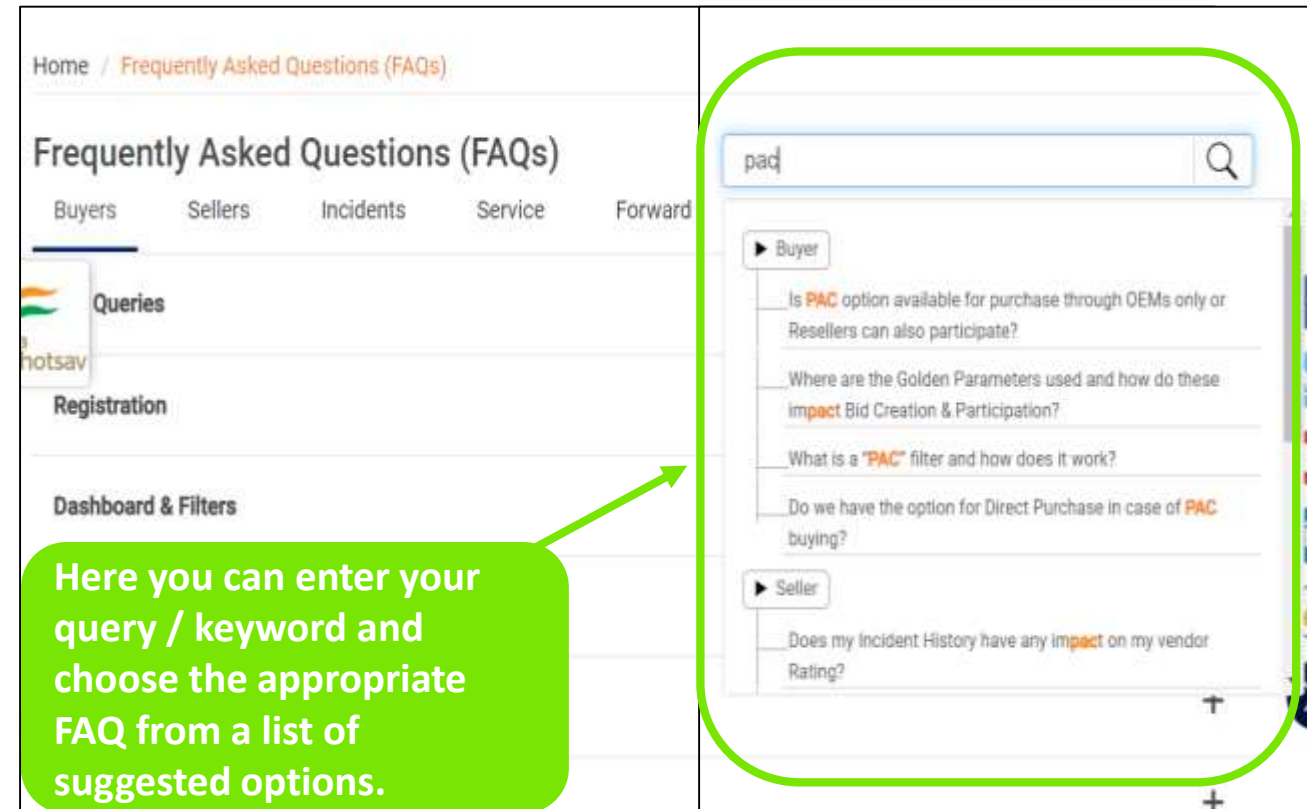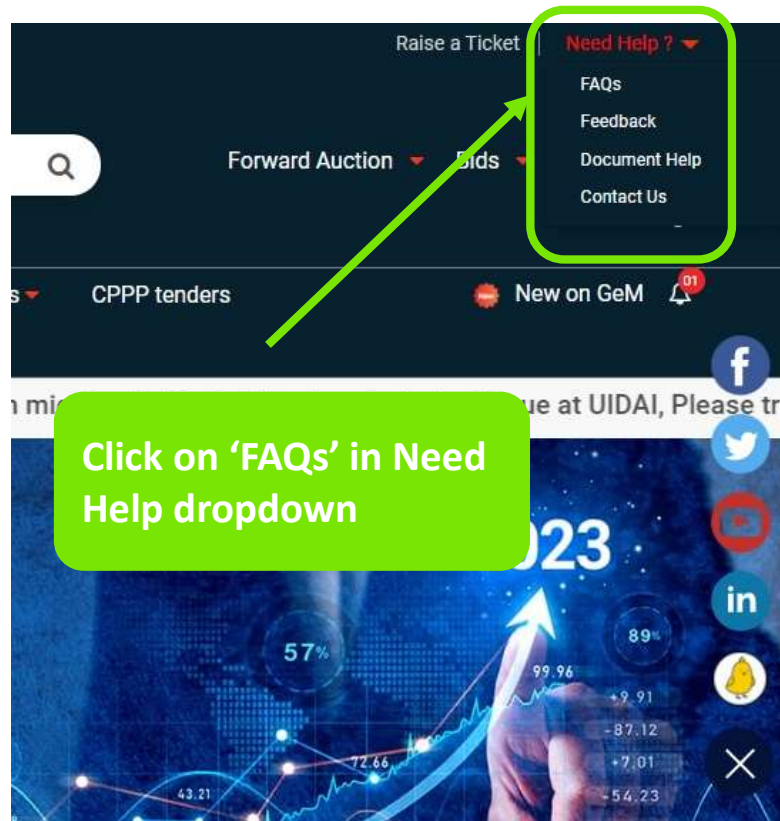

Click on 'Ask GeMmy' to open Chatbot

Frequently Asked Questions (FAQs)

You can find answers to Frequently Asked Questions (FAQs) regarding a specific subject in the FAQ Section on GeM portal.

Click on 'FAQs' in Need Help dropdown

Here you can enter your query / keyword and choose the appropriate FAQ from a list of suggested options.

GeM Support – Channels to Assist You

Need help?

helpdesk-gem@gov.in

Through the GeM Portal

Ask GeMmy

24 x 7 Assistant

1-800-102-3436
1-800-419-3436

Monday to Saturday

08:00 AM to 08:00 PM

GeM Social Media handles to connect with latest news and updates

https://www.facebook.com/govGeM/

https://twitter.com/GeM_India

https://www.youtube.com/channel/UC1La BWVVZv3k23BZApfDlsQ

https://www.linkedin.com/company/gov ernment-e-marketplace/

https://www.kooapp.com/profile/gem_india

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