

Government e Marketplace (GeM)

SOP for validating vendor experience and certification in services

Version 4.1



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1. Service Catalogue Validation Process

The following steps are involved in the validation of a service catalogue depending upon the type of documents uploaded (Annexure 1)

1.1 Validation of Certification/License

Step 1: Primary validation of the information provided by the service provider on GeM against the document uploaded under a service catalogue

Details validated by QCI under certification are as follows:

- Certificate type (Annexure 2)
- Company name
- Certificate/License number
- Validity (license expiration date)
- State for which license has been issued (if applicable)

Step 2: Cross-verifying the details from the document uploaded by the service provider from the Certificate Issuing Authorities database/API (if available)

Note: An application shall be rejected if any discrepancy is found during the primary screening

1.2. Validation of Project Experience

Step 1: Primary validation of the information provided by the service provider on GeM against the document uploaded under a service catalogue

Details validated by QCI under project experience are as follows:

- Work Order Number
- Scope of past project experience
- Project Duration
- Project Value
- Buyer department details

Step 2: A verification email is sent to the buyer department on the contact details shared by the service provider on GeM

Step 3: Follow up with the buyer department for 4 working days via phone call and email on the contact details shared by the service provider on GeM

Step 4: Action taken shall be as follows:

- In case where a positive confirmation is received, the application shall be marked as **Approved***
- In case, no response is received from the buyer department (within 5 working day from seller updated date) after completing all the above steps, the project experience shall be marked as **Approved without the buyer's confirmation**
- In case where we receive a negative response (information shared by the service provider is wrong/incorrect) the application shall be **Rejected**

Note: *The application shall be marked as approved without sending a verification email to the buyer department if the service provider has uploaded workorder issued via GeM as past project experience and the same can be verified from GeM (valid GeM contract shall be uploaded). An application shall get rejected if any discrepancy is found during the primary check

2. Statuses

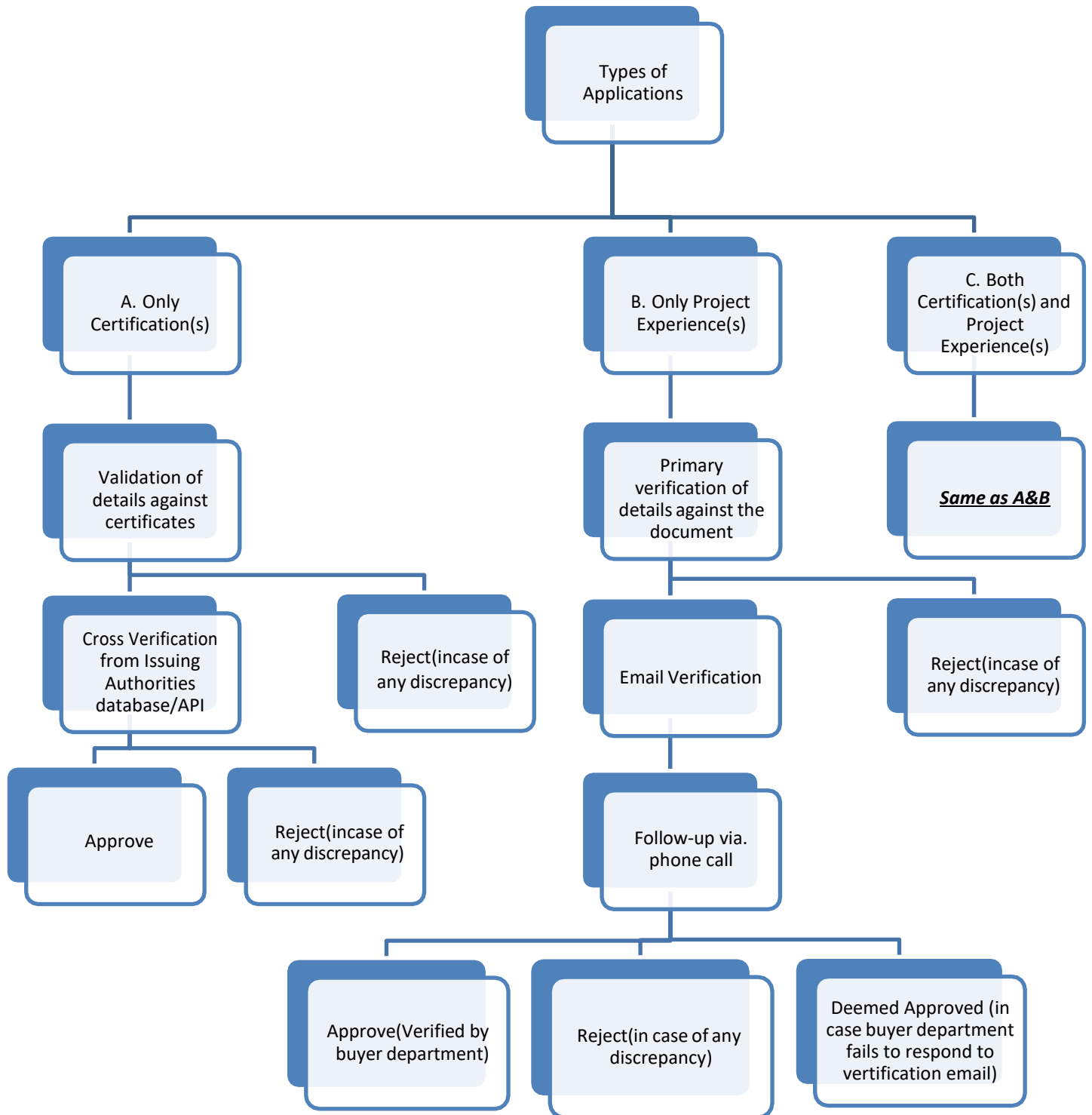
Approved: If all the details entered in the application (certification or project experience or both) are verified as per above steps the application shall be marked as approved.

Rejected: In case, there is a discrepancy with the details provided by the applicant (under certification or project experience or both) the application shall be marked as rejected along with appropriate reason(s) of rejection.

Approved without the buyer's confirmation: In case, the buyer department fails to respond to the confirmation email within 5 working days from seller updated date, the project experience shall be considered as deemed to be marked as Approved without the buyer's confirmation.

Note: The turnaround time for QCI Validation is 5 working days from seller updated date. In case the application is under examination to confirm the genuineness/validity of submitted documents and certificates. The status shall get updated on the dashboard once the examination is over.

Annexure 1 – Service Approval Process



Annexure 2 – Types of certifications under various services are as follows:

1. Mandatory certifications

- i. FSSAI (Food safety and standards Authority of India)
- ii. BIS (Bureau of Indian Standards)
- iii. PSARA (Private Security Agency Regulation Act)
- iv. DGR Empanelment
- v. MEITY Empanelment (Ministry of Electronics and Information Technology)
- vi. CIBRC (Rule 10 3-A) Form VI-C/ Form VIII/ Form III (Central Insecticide Board and Registration Committee)
- vii. IRDAI (Insurance Regulatory and Development Authority of India)
- viii. NABL (National Accreditation Board for Testing and Calibration Laboratories)
- ix. Compliance with Labour Laws (https://labour.gov.in/sites/default/files/Central%20Labour%20Acts_0.pdf)
- x. IATA (International Air Transport Association)
- xi. INS (Indian Newspaper Society)
- xii. Drug Licenses (Form 20B/21B in case of wholesaler, 20/21 in case of retail)
- xiii. Multimodal Transport Operator (MTO) under MMTG Act 1993
- xiv. **LIN number is mandatory**

2. Non-mandatory certifications

- i. Various types of ISO certifications (9001:2015, 14001, 27001 etc.)
- ii. CMMI Certification
- iii. OEM Authorization
- iv. DAVP Empanelment
- v. As per service specifications

