



# Introduction to GeM

## **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.



## Key Stakeholders of GeM





## **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

# **Offering Multiple Procurement Options**





## **Function Based Flexibility for Seller Users**



NOTE: All roles can be performed by single secondary seller

# GeM Seller Registration lifecycle







## **New Features for Startups on GeM**





- All startups can now registered on GeM live marketplace.
- Carting, Bunching, Bundling and Payments facility now available for startups.
- Startups can now directly upload their products and services without any ratings.
- More than one product and service can be registered on GeM.
- Brand approval and catalog facility available for Startups
- Startups can now take participate in direct purchase and PAC bids.
- Simplified category creation for innovative products.

## **Startup Sub-sectors**



Advanced Manufacturing and Robotics	Cleantech/ Renewables
Advertising [AdTech]	Consumer/ Home Electronics (+Wearables, Smart Devices)
Agriculture [AgriTech and New Foods]	Cybersecurity
Artificial Intelligence, Big Data & Analytics	Education Tech (EdTech)
Augmented/ Virtual Reality	Fintech
Blockchain	Health and Life Sciences



# **Key Features on GeM**

# **Category Driven Catalogue Management System**



In order to ensure that the Buyers get genuine products at the most reasonable prices GeM has classified its Catalogue in four Quadrants



#### Quadrant 1:

• Product offers in categories under this group will be solely offered by GeM validated 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.

# **Category Driven Catalogue Management System**



In order to ensure that the Buyers get genuine products at the most reasonable prices GeM has classified its Catalogue in four 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

## **Price Reasonability Tools**



GeM has embedded multiple features so that Buyers may ascertain on price reasonability of products before placement of Orders

- Price Trends Helps Buyers to ensure reasonability of rates quoted by Sellers
- Price Comparison from Other Marketplaces Tool available for Buyers to compare rates with other Websites.
- **Price Comparison in GeM:** GeM provides the facility to compare multiple products in the GeM Marketplace

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**Online Mode of Incident Reporting in case of Price Related Insanity** 

## **Ratings for Sellers**

### **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. Coverage
  - 2. Timely Delivery
  - 3. Quality of Order Fulfillment
  - 4. Reliability





# **Classification of <b>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



Details of Incident Management can be accessed at https://assets-bg.gem.gov.in/resources/pdf/Incident\_Management\_Policy\_V12.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/pdf/user manual gem va.pdf

## Service Sanitization by QCI

- 1. Validation of Certification
- 2. Validation of Project Experience (Only Government/ Public listed company experience)

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

- Company name
- Validity
- State for which license has been issued (if applicable)

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

Details validated by QCI under project experience are as follows:

- Department name
- Oder Number
- Project Value
- Project Duration

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

"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.

Note: The total time for QCI Validation is 3 working days per service provider

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v concerco GeM Service Provider	Operations And Support	Software Developer	Graduate	B.Tech(CSE/IT), B.Tech(SCE), BBA, BCA
Getti Service Provider	Project/ Programme Implementation	Digitization Operator	Graduate	EBA BCA





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## Introduction to

## Seller/Service Provider Functionality

Designed by GeM Training Team

## **Pre-requisite For Registration**



## For Primary User Registration:

- ✓ Aadhaar Number / Virtual ID/ PAN of the User.
- ✓ Mobile number linked with Aadhaar/Mobile number in case of PAN
- ✓ Active Email id
- ✓ Documents as per Constitution type such as CIN, PAN, DIPP, UAM, ITR details to Complete profile.
- ✓ Address details (Registered address as per ITR)
- ✓ Bank account details



## Secondary User Registration:

- ✓ Aadhaar number
- ✓ Mobile number should be linked with Aadhaar
- ✓ Active Email ID.

## **Key Notes**

- Registration(Primary Seller) on GeM should be done by an authorized person of the organization (Director of the organization or a Key Person or authorized signatory of ITR).
- > Details of the authorized person will get validated as per the Income Tax Return filing.
- Primary seller have an option to create secondary seller's to assign roles like Bid Participation, Creation of Catalog and Order Fulfillment.
- For MSE , UAM (Udhyog Aadhaar Memorandum) and aadhar/mobile number linked with the same is required.
- For Start Up, DIPP (Department of Industrial Policy and promotion) number and mobile number linked with the same is required.
- > No separate registration required for Seller and Service provider.



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# Seller/Service Provider Registration-

## **Using Aadhaar**

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# Covid–19 Dashboard. Now Live.

# Everything you need to know about GeM's response to covid-19. In one place.

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## Why Sell On GeM?









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#### **Review Terms And Conditions**

#### General terms and conditions on GeM 3.0 (Version 1.13)

#### 1. Introduction

This document is an electronic record published by GeM under the provisions of the information Technology Act, 2000 and the rules made there under fail applicable) and shall act as valid agreement between Seller / Service Provider and Buyer. Further the use of GrM Portal for Sale / Purchase of Goods / Services and the resulting Contracts shall be governed by the following General Terms and Conditions (GTC) (unless utberwise superseded by Product / Service specific Special Terms and Conditions (STC), Product / Track / Domain Specific STC of Particular Service including its SLA (Service Lovel Agreement) and BID/Reverse Auction Specific Additional Terms and Conditions (ATC) as applicable).

Government e-Marketphase (GeM) is the National Public Procarement Portaic an and to and online Marketplace for Central and State Government Minutnes / Departments. Central & State Public Sector Undertakings (CPSD) & SPSU().

\*There read and agree to the Terms & Conditions of Government e-Marketplace (deM)





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Welcome to Registration process for Government & Marketplace

Before you initiate your registration, please read the pre-requisites by clicking here

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## Why Sell On GeM?









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# <u>Seller/Service Provider –</u>

# **Profile Updation**

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If you had declared yourself as a Startup in Profile, click 'Yes' to provide additional information.

If you are a Startup, please choose to provide your Startup details to avail benefits on GeM.

Registered with Startup India



() Not registered with Startup India

Dear Startup, You are eligible to get yourself enlisted as a OPIIT recognised Startup if you fulfill the following eligibility criteria -

- Upto a period of ten years from the date of incorporation/ registration, if it is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 99 of the Partnership Act, 1=32) or a limited liability partnership runder the Limited Cability Partnership Act, 200ki in India
- Turnover of the entity for any of the financial years since incorporation/ registration has not exceeded one hundred crore ruppers.
- Enoty is working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation.
- An entity formed by spritting up or reconstruction of an existing business shall not be considered as a "Startup"

Exemptions from prior turnover, prior experience and Earnest Money Deposit (EMD) are offered to DPIIT-certified Stantups GNLV

We incourage you to sign-up for DPIIT recognition and avail the exemptions offered to DPIT-certified Startups. Register New with Startup India

Furnishing incorrect / misrepresentation of information pertaining to status of Startup on GeM portal will invite

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- Up to a period of ten years from the date of incorporation/ registration, if it is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 59 of the Partnership Act, 1932) or a limited liability partnership lunder the Limited Liability Partnership Act, 2008) in India.
- Turnover of the entity for any of the financial years since incorporation/ registration has not exceeded one hundred crore ruppes.
- Entity is working towards innovation, development or improvement of products or processes or services, or if it is a scalable business model with a high potential of employment generation or wealth creation.
- An entity formed by splitting up or reconstruction of an existing business shall not be considered as a "Startup".

Exemptions from prior turnover, prior experience and Earnest Money Deposit (EMD) are offered to DPIT-certified Startups ONLY.

We encourage you to sign-up for DPIIT recognition and avail the exemptions offered to DPIIT-certified Startups. Register Now with Startup India

Furnishing incorrect / misrepresentation of information pertaining to status of Startup on GeM portal will invite disciplinary action.

certify that I have read and meet the above mentioned eligibility criteria for recognition as a self-declared / Non-DPIIT certified Startups, and AGREE to the same.



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If you are a Proprietor exempted from filing ITR, please update and verfiy GSTIN of your Registered Office Location.

Fill the information on the grid below as per instruction given here. Information entered in the grid shall be validated with income Tax database for correctness. Misleading or wrong information will lead to rejection of your registration with GeM.Select appropriate assessment year from the drop-down.For each of the assessment year unter the information on the subsequent columns as following:

- Acknowledgement No. for ITR Enter the correct Acknowledge No. in this field as submitted in the ITR 6.
- Sale/Gross Receipts of Business Net of returns and retunds and duty of sales if any as submitted in Part A P&L 1. A iv of ITB – 6.
- Profit and gain from business or profession as submitted in Part 8 Ti 2 w of ITR 6.
- In case your date of incorporation is more than 24 months and your are not providing your ITR records then you
  will not be able to participate in Bids. Your turnover also will not reflect in the Market.


















## You have completed your profile. You can now create catalogue, fulfil orders and participate in Bids.

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# **Catalogue Management – Product**

Designed by GeM Training Team





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Alternatively, you can search for the product category from the various sub categories listed here

CALL TIME

Sports and Recreational Equipment and Supplies and Accessories >> Field and court sports equipment >> Field Sports Equipments >> Cricket Ball

O Cannot find a suitable category? Click here to submit a request for creation of a new category or to suggest changes in an existing category.

(This category covers Cricket Ball)







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Note: Any of your offerings that have not been updated for 60 days or more will be marked expired on July 10 2020. Check the Stocks Expiring Se	on rab for a list
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# **3. OFFERING QUANTITY & PRICE**

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Country Of Origin\* 0

Do you want to declare local content as per PPP-MII Policy?\*



India

If you select India as country of origin, select Yes for declaring local content as per Make in India policy or No if not applicable.

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Sports and Recreational Equipment and Supplies and Accessories >> Field and court sports equipment >> Field Sports Equipments >> Cricket Ball

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#### General terms and conditions on GeM 3.0 (Version 1.13)

#### 1. Introduction

This document is an electronic record published by GeM under the provisions of the Information Technology Act, 2000 and the rules made there under (as applicable) and shall act as wild agreement between Seller / Service Provider and have. Further the use of GeM Partal for Sale / Purchase of Goods / Services and the resulting Contracts shall be governed by the following General Terms and Conditions (GTC) (unless otherwise superseded by Product / Service specific Special Terms and Conditions (STC), Product / Track / Domain Specific STC of Particular Service Including its SLA (Service Level Agreement) and BID/Revense Auction Specific Additional Terms and Conditions (ATC) as applicable).

Government e-Marketplace (GEM) is the National Public Procurement Portals an end-to-end unline Marketplace for Central and State Government Ministries / Departments, Cantral & State Public Sector Undertakings (CPSUs & SPSUs), Autonomous institutions and Local bodies, for procurement of common use goods & services. The portal is owned and managed by GeM SPV which is a Section & (Non-Profit) Company registered under the Companies Act, 2013. GeM SPV operates, monitors and supervises all the business transactions on the portal through the Managed Service Provider as per defined roles and responsibilities.

#### 2. General Terms and Definitions:

- a. "APPLICABLE LAWS" shall mean any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guideline, policy or other governmental restriction as may be in effect.
- "GOODS" shall meen an Article / product or an intangible product like software,

Sports and Recreational Equipment and Supplies and Accessories >> Field and court sports equipment >> Field Sports Equipments >> Cricket Ball

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#### Housekeeping Services

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## Cleaning & Sanitation and Disinfection Service



## CLEANING & SANTATION SERVICE

Click here to read the Service Level Agreement of the Service selected by you

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### 1. Agreement Overview

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Senitation Services provider. The purpose of this agreement is to facilitate Implementation of Senitation Measures at the Buyer's premises. This Agreement outlines the scope of work, Buyer's Obligations and Special Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

### 2. Objective And Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to Buyer by Service Provider.

#### The goals of this Agreement are to:

- 1. Present a clear, concise and measurable description of service provision to the customer.
- 2. Establish Terms and Conditions for all the involved stakeholders.
- 3. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.
- 4. To provide clear reference to service ownership, accountability, roles and/or responsibilities.

## 3. Service Scope

The scope includes requires the Service Provider to provide manpower and resources for the Buyer Department to maintain cleanliness and hygiene of the mentioned area. The buyer will have option to outsource sanitation service depending upon the area or event.

Ask GeMmy Here we are classifying the Areas into following parts:

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#### Cleaning & Sanitation and Disinfection Service



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#### Service Catalog Saved

Service Level Agreement		0
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# **Bid Participation**

Designed by GeM Training Team

















### TECHNICAL BID

14

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### Desktops (6) PartCipate

Squee History	Title	fild Requirement	elf-red
Mosterboard	chipset	Theel FIF 10	Intel (1110
	Expension Slots (PCle x 4) (No)	ŧ,	<b>X</b>
	Expension State (PEIe x 16) (No)	2	3
	Espannion Sinty (PDe = 1) (Not	¥.	ă.
Processor	processor Make	Intel	Intel
	Processor Generation	Tith	70
	Processie	Intel Core (5-6400 (2.7 GHz, 6 MS Carbe, 4 Cores)	Intel Core (5:6400 (2:7 GFb; if ME Cache, 4 Cores)
RAME	Type of 86M	008.4	0084
	RAM Strikes	8	*
	RAM Expandability (GB)	3612	-16
	KAM Speed (MHz)	2400	24(8)
staphics:	Graphics Type	Integrated	Integrated

Public (	Power Supply (Walt)	22	22
	Minimum Power Ethcency(%)	95	15
Ports	ABA	hidse :	(Lafee)
	Parallel Port	talae	taine
	Display Point	fable	false
	Serial Port	false	false
	(LSB Port 3 (No)	49	4
	1/5B Port 3 (No)	) i	)ĵ
	HDMI	fruit	true
input Oevices	Mouso	Optical	Optical
	Kayboard	Bilinguti	Billingtial
Connectivity	Wireless	WEE1202.11ac	WFF1802.11ac
	Network Connectivity	10/100/1000 on board integrated Gigabit Port	10/100/1000 on board integreted Gigabit Port
Cabinet	External Bays (No.)	¢.	-15
	Cabinet Volume (Litres)	43	11
	Internal Bays	λî.	Δ.
	cableet	Tower	Tower
	DIMM Sites (No.)	2	2
Operating System	Operating System (Pre- Loaded)	Windows 10 Professional	Windows 10 Professional
Phone Inc.	ROUG COMMUNICATION	W22P	West .

	Calumet Volume (Litres)	5.6	11
	Internal Days	t:	t
	calamet	Tome:	Tower
	DIMM Sibls (No.)	23	2
Operating System	Operating System (Pre- Loaded)	Windows 10 Professional	Windows 10 Professional
Ceptitication	ROHS Compliance	Yes	Yes
	Friengy Star for the given Model	false :-	false
Monitor	monitor Size (NICHES)	19.5	19.5
	Monitor Certification	TC:0.6.8	TCD 6.0
	Monitor Resolution (PO(ELS)	1920×1080	1920x1080
Several	Optical Orive	OVD RAW	rwb R/W
	Warranty (Year)	<u>\$</u> .	5
	Internal Speakce	true	trut
	the manager within the		

Froduct Title

Product Make

Product Made





Specify the offer price at per unit level for being item(s). Price is inclusive of all taxes.

Desktopi <sup>*</sup> !	Wentsprese :	_
Genuily: e	Enter price below: Rs. 40003	

Please note that this bid will be subjected to a GeM transaction charge of 0.5% blus GSTFol the total order value. In case the tinal order value exceeds INR 30 Lars

VEDANICAL MED	CO-HUR PURCE	PROFECTAL CONTRACTS	antal <del>a</del> centra	YEAR OF
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ecily the offer price at per and	t level for below iterits. Price i	s inclusive of all taxes.		
Desktops": Ousniny: S	19000 C	hange Price		
Total Price: (Rs.)	234000			
faur price will be escrypted w Royer private key	rft hoyre public key. Nawyawa	will not be objected when your prize. Th	Nh cars be open with	Upper a serie

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OFFERPRICE				÷.
pecify the offer price at per an	t level for below iterits:	Price is inclusive of all taxes.		
Desktops": Quantity: S	199012	Change Price		
Total Price: (Rs.)	234000			
Vaur price will be encrypted v Buyer pricete key	orti huyrr public key. Na	wyou will not be obserte view your prize. This can be	open with	UNCREPT & SAVE
Please note that this old w <sup>ill</sup> b Lacs	e subjected to a GeM tri	wsaction charge of 0.5% (plus GST) of the total order	values in case the final	order value exceeds INR 30







Lagree to the Terms & Conditions of the Government e-Marketplace (GeM)

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Designed by GeM Training Team

## Direct and L1 orders

- For values up to Rs.25,000 buyers may place orders based on seller offered price as in private e-commerce portals.
- For values up to Rs.5,00,000 buyer will compare the best offers among minimum three different OEM sellers and the lowest offer will be placed orders.
- > On receipt of direct and L1 orders, the seller will get 3 days to accept the orders.
- It is expected that sellers accept such orders in all cases, as the order is solely based on seller offer.
- If the order is not accepted, the same will be affecting the seller grading in the portal.



## **Invoice Generation - Order Process**

Designed by GeM Training Team



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CONTRACT # GEMC 511087779585239	Desveryage Contexts
Roger: Mansi Jawa Department NA Constitute CDCDA() D11+0 Monrol D CCC 201 AD Assolution (Rieman, Servind Marg, New Tell C - 110001	Tatul Ownitz: 1 Total Value: # 25,000.00
Menti Jewe P&ampiD Unit DG: AIR Akoshvari: Bhawan, Sansad Marg, New Deini 1948/1.	Tor, of Quartering - 1
DED IN CONTRACTS ON TABLET	
pload GST Tax Invoice Document	
case attach the same Tax involce as uploaded with GST Authority, also ensure that fields entered while creating GeM invo	lice matches with attached document. If the details and document d





### Upload GST Tax Invoice Document

Please attach the same Tax invoice as uploaded with GST Authority, also ensure that fields entered while creating GeW invoice matches with attached document. If the details and document do not match your invoice will get rejected.

Separated Fite Resourced (May Table 2 M	a.:				Upload
Invoice Details					
Seller Tax involce Number"		Selior Tax Invoice Date'		Billing Address"	
		31/07/2023	Œ		3
Date of disparch*		Mode of dispatch?		Bank Account Number*	
11/07/2020	#	Wode of Dispatch	<u> </u>	77777705541	C.
Product Details					
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Ask GeMmy

Product Details

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Total Quantity 10 Openanty Dispersioned : C

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Dete of dispetUN <sup>®</sup> Northizane	n	Mode of dispatch" Country		•	Darik Account Number*	
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Dete of dispetUN <sup>®</sup> Northizane	n	Mode of dispatch" Country		•	Darik Account Number*	
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Ask GeMmy Create

Cancel

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## **Capacity Building - Multiple Modes of Learning**





## **Learning Management System**

## Gateway to Master the Usage on GeM







Regards, Team GeM

## **GeM Support – Channels to Assist You**





