A DEPARTMENT OF COMMERCE INITIATIVE

GeM WEBINAR FOR DFCCIL

23rd June 2020

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/).

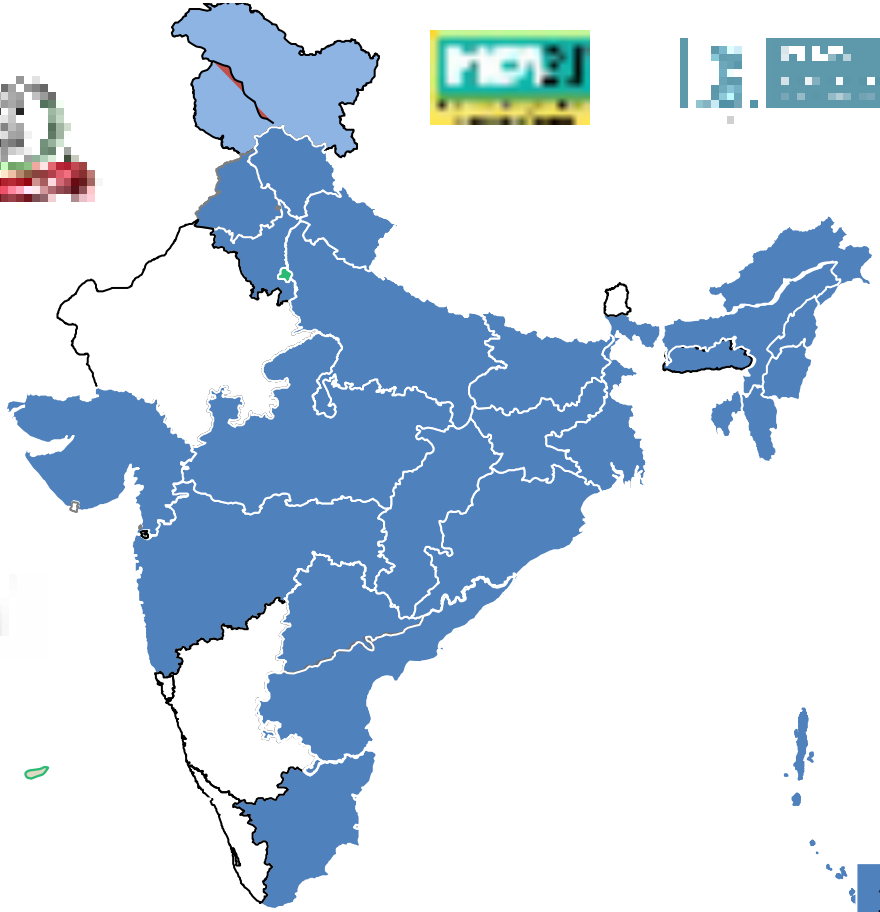
- Rule 149 of GFR amended to "Procurement of Goods and Services by Ministries or Department will be mandatory for Goods or Services available on GeM"

- 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.

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

and has established footprint across India



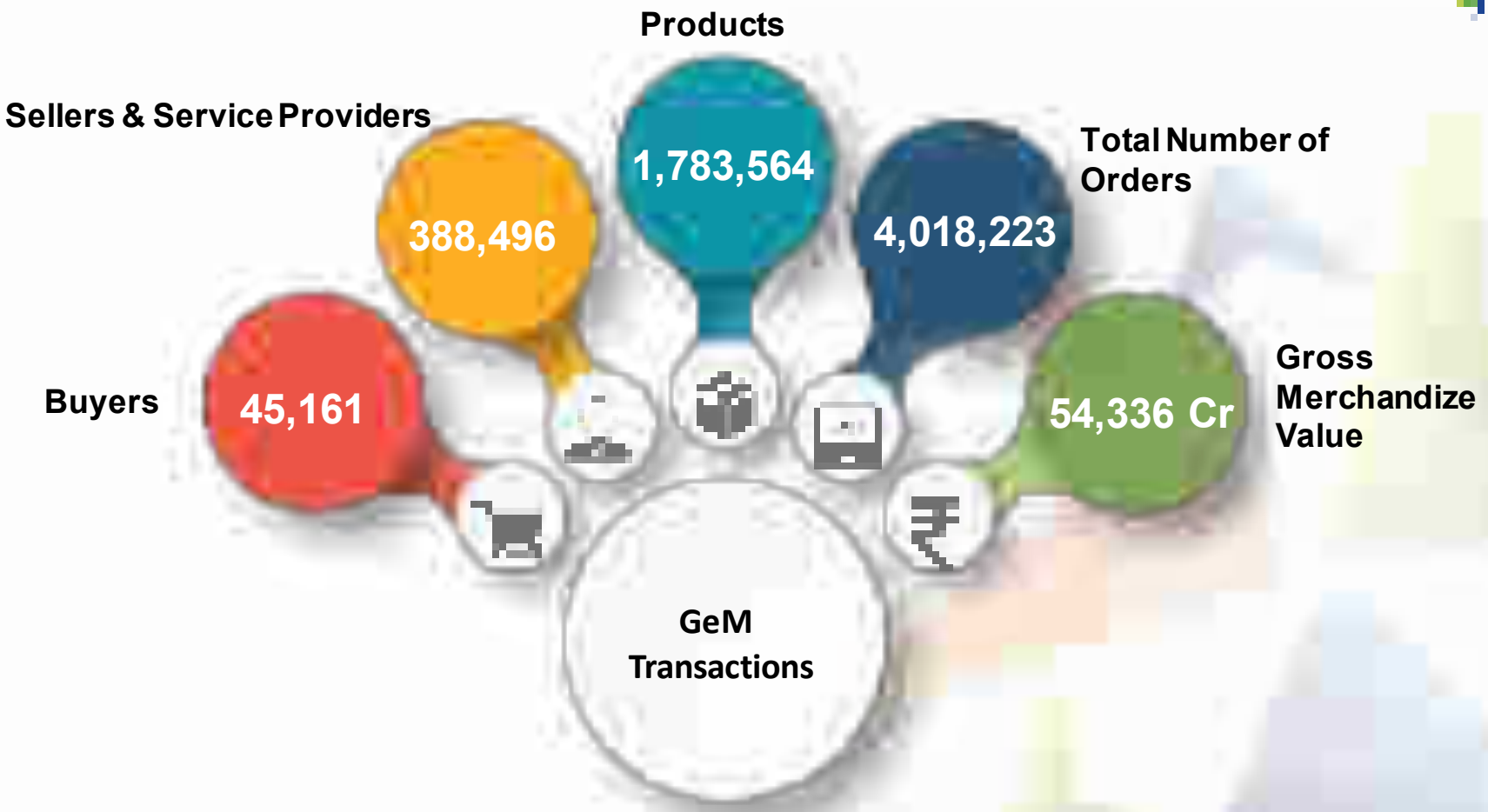
Partnered with Industry Associations & Other Institutes:

MoU with Financial Institutions/Banks:

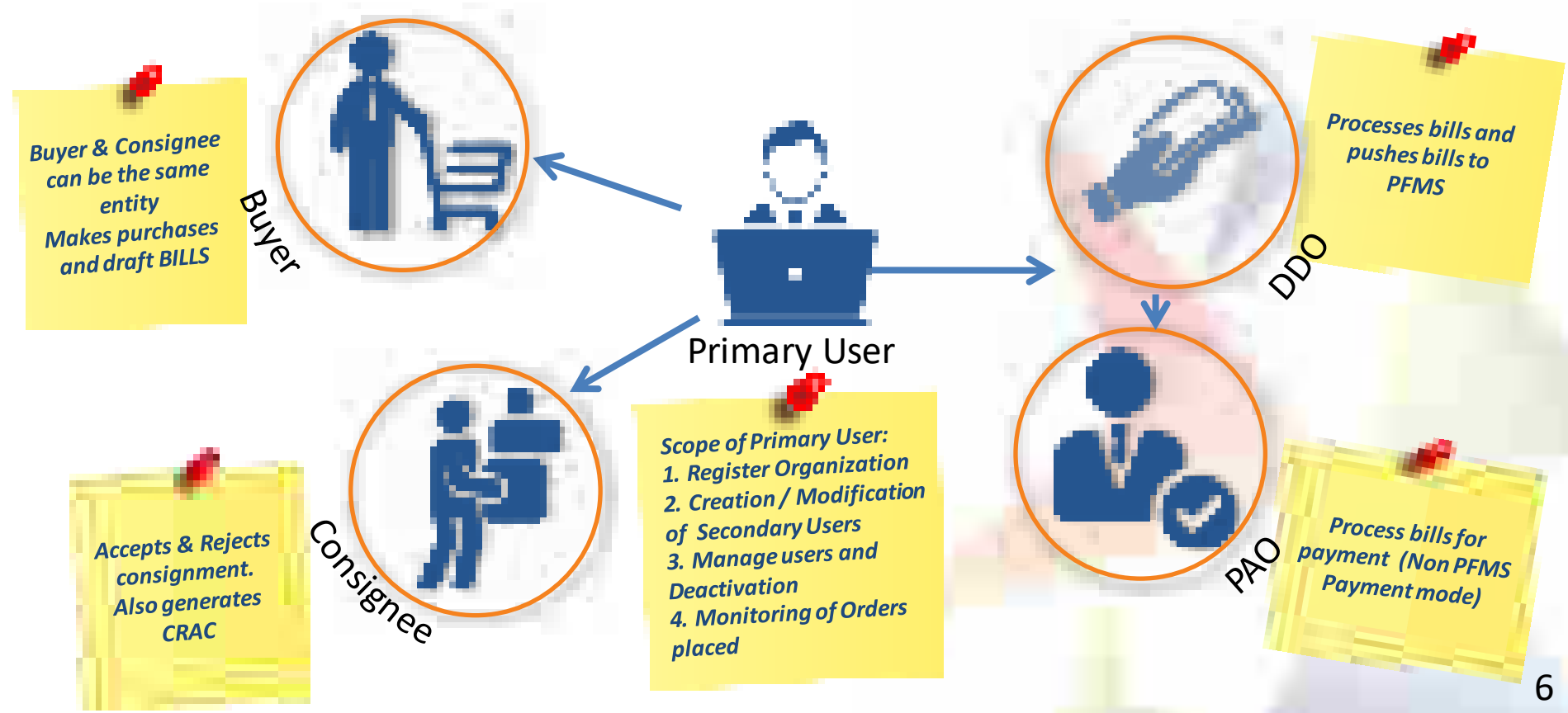
MoU signed & actively buying

All Actively buying on GeM

Key Statistics



Buyer User Roles based on Segregation of Duties



Offering Multiple Procurement Options

Direct Purchase

For amounts Less than INR.25,000/-

L1

For amount Greater than INR.25,000/- and Less than INR.5 Lakhs

Bid/RA

Procurement via Bid/RA to get the best price quote

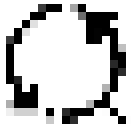
Intent of Buying - Bid

if objective is to go for BID (ONLY BID) – there is no need of comparison

Intent of Buying - PAC

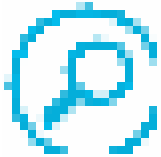
Procurement of specific product as per requirement is also possible

Key Advantages for Buyer



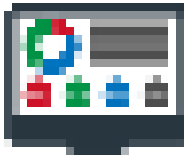
End to End System from Registration to Payment

Provides transparency and ease of buying



Provides options for search, compare, select and buy facility

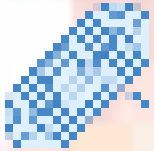
Offers rich listing of products for individual categories of Goods/Services



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

Ratings for Buyers/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. Coverage
  2. Timely Delivery
  3. Quality of Order Fulfillment
  4. Reliability

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

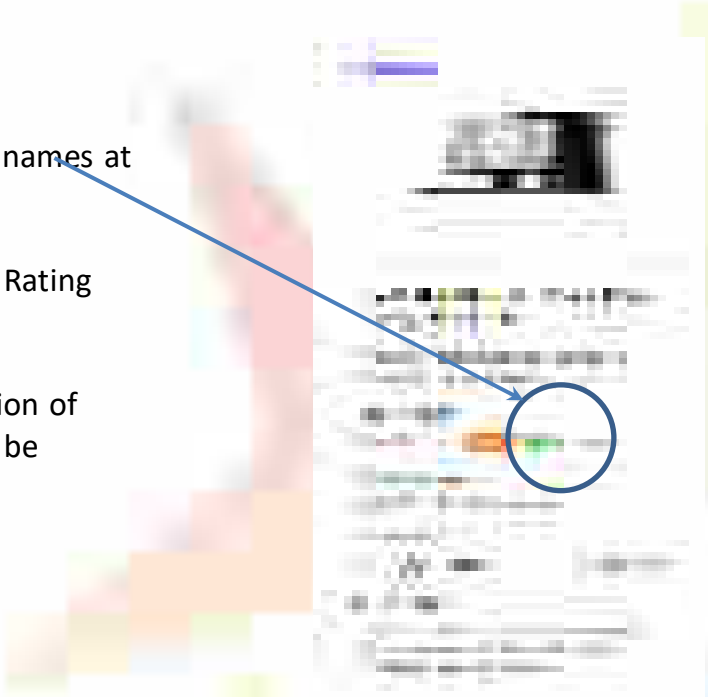
This feature is introduced to help the Sellers make informed decisions. Sellers will not be penalized for rejecting orders from “Red” buyers

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.

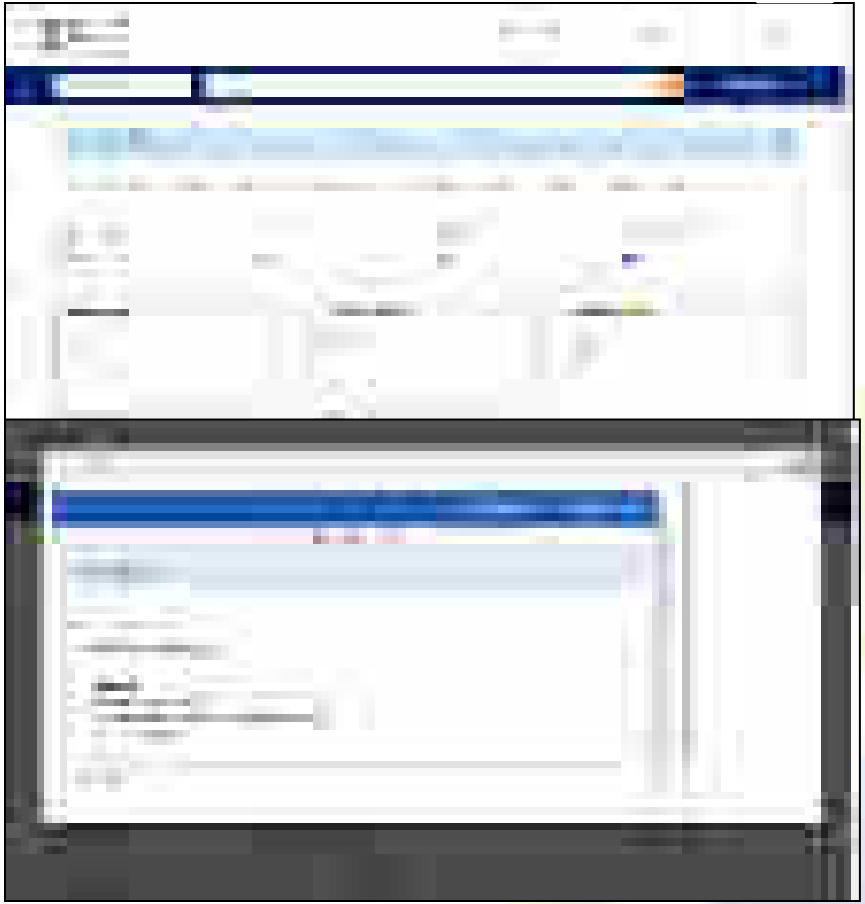
Note: The total time for QCI Validation is 3 working days per service provider

Request Management

Request management is designed specially for buyer to submit the request from the portal itself and buyer may also track the status of the request if required.

Request management offers you –

1. Request for adding Additional terms & Condition
2. Request for change in the existing specification of good and services
3. Request for the creation of new category.
4. Request for adding Annual Procurement plan



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

GeM– Price Reasonability on GeM

- As per GFR rules 149 related Key Points
  - The procuring authorities will certify the reasonability of rates.
  - The Government Buyers may ascertain the reasonableness of prices before placement of order using the Business Analytics (BA) tools available on GeM including the Last Purchase Price on GeM, Department's own Last Purchase Price etc.

Price Discovery Tools on GeM

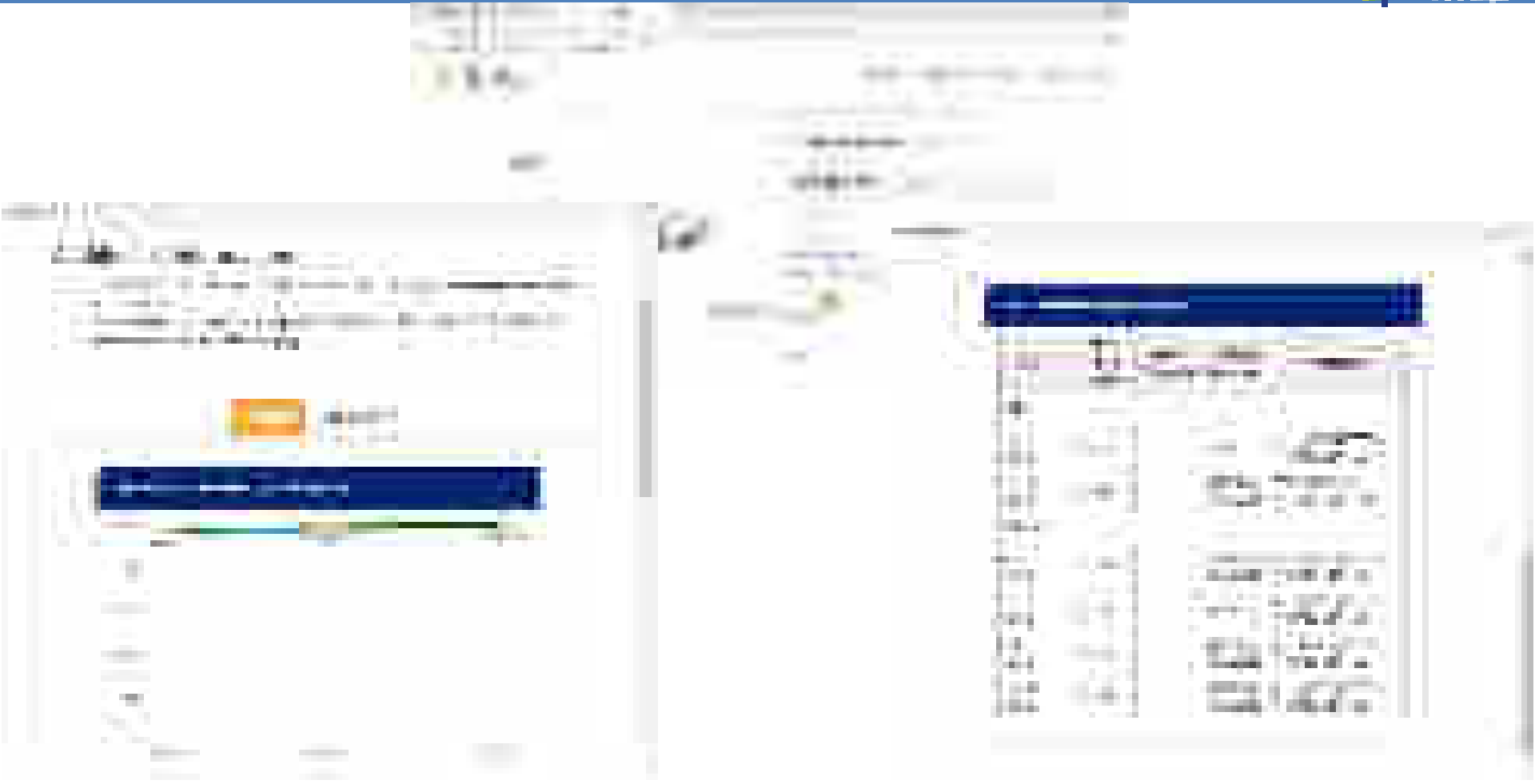
- L1/Comparison
- Bid
- RA
- Bid to RA

Support to Buyers regarding Prices

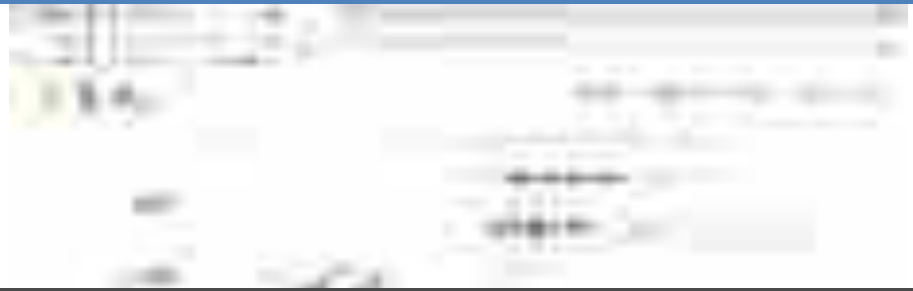
- Third Party site price crawling
- Last 6 Purchases (if available) details
- Last Six Month Price Trends
- Real time and online mode of of Incident Reporting in case of insanities related to price or specs of products

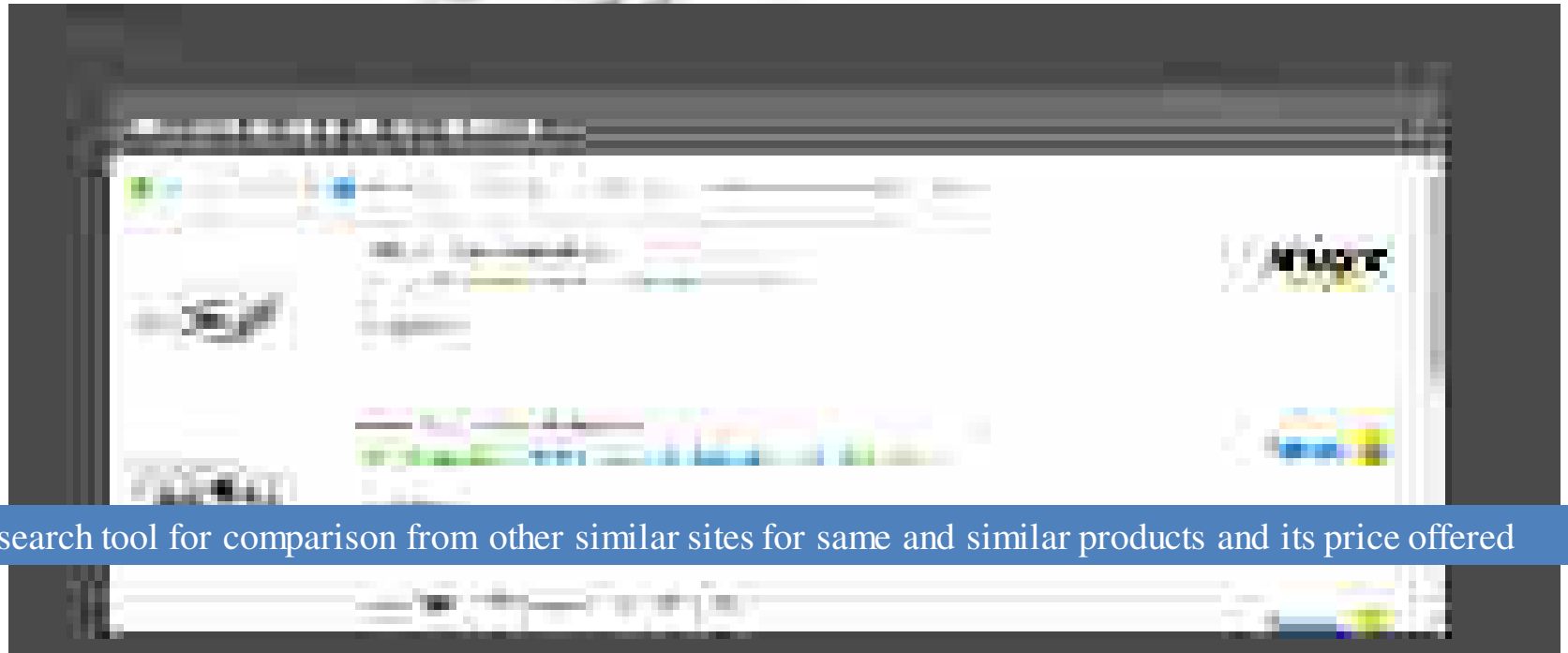
Note: - It is responsibility of the buyer to ascertain the reasonability of prices. GeM supports by enabling the above mentioned features for buyers

GeM – Last Purchase Price and Price Trends Feature



GeM – Third Party Site Crawling





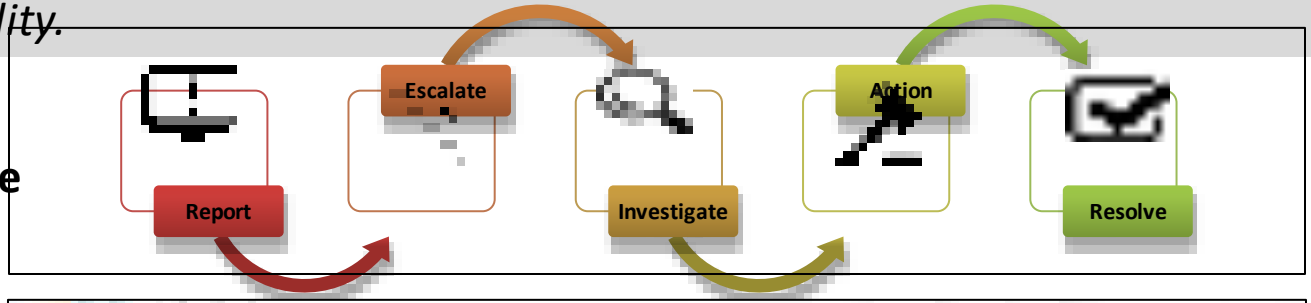
On line search tool for comparison from other similar sites for same and similar products and its price offered

Incident Management in GeM

GeM- Incident Management

GeM is a trust based system where self declaration is the key. With system automation at every step, a good buyer behavior will set and generate seller confidence on GeM for offering better prices and quality.

Incident Management Process



Incidents in Dashboard

GeM- Incident Management

Pre- Contract

Post- Contract

GeM Market –Incident Management

Real time alerts and online mode for raising incidents in case of insanities related to price or specs of products

Incident History

Introduction to Buyer Functionality

Designed by GeM Training Team

Pre-requisite For Registration

For Primary User registration:

- ✓ Aadhaar number/Virtual ID of the user
- ✓ Mobile number which is linked with Aadhaar– for OTP purpose
- ✓ Email ids hosted by NIC, only NIC registered Email ids are allowed, this would facilitate users from all 1600+ domains to freely register and transact on GeM.
- ✓ Verifying authority details such as name, mobile number and NIC registered email id.
- ✓

  Note: In case the user does not have an email id which is hosted by NIC s/he would be directed to open GeM buyer id email.

Secondary User registration:

- ✓ Aadhaar Number / Virtual ID of the User
- ✓ Active Mobile number to which your Aadhaar is linked – for OTP purpose
- ✓ Email ids register with such domain based email ids, which are hosted by NIC.
  Note: Only NIC Registered email ids are allowed (Secondary users of an organization should be either of the same domain or email id ending with gov.in/ nic.in/ gembuyer.in/)".
- ✓

  For Example:- If primary user having a "bicpu.edu.in" domain which is hosted on NIC, for secondary users "bicpu.edu.in" @gov.in,@nic.in & @gembuyer.in domains are allowed but it should be register at NIC..

Role Player Details

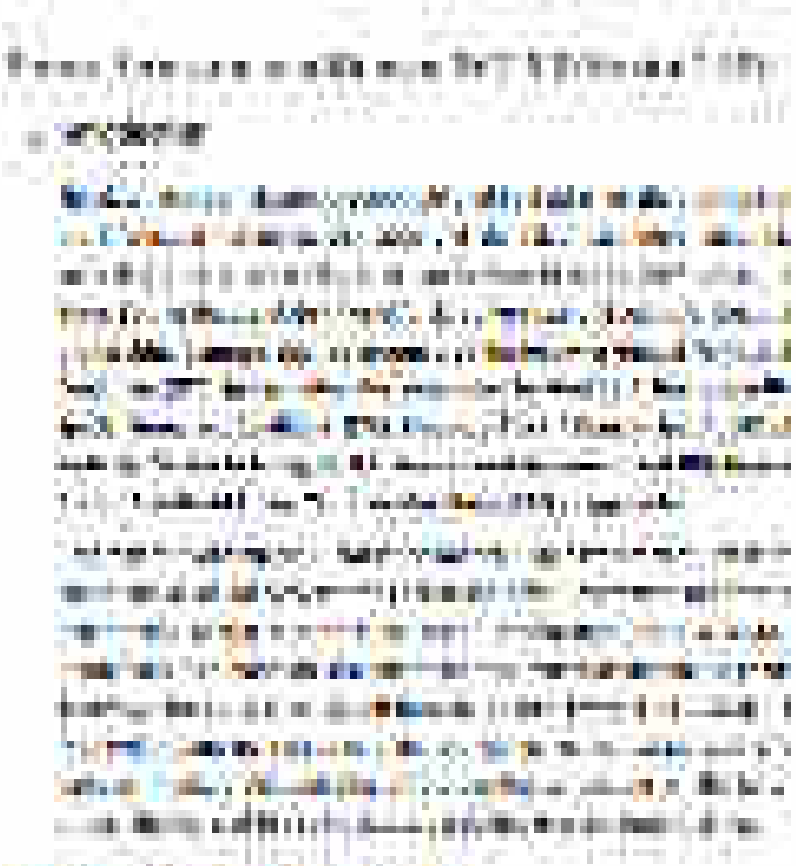
Primary User registration:

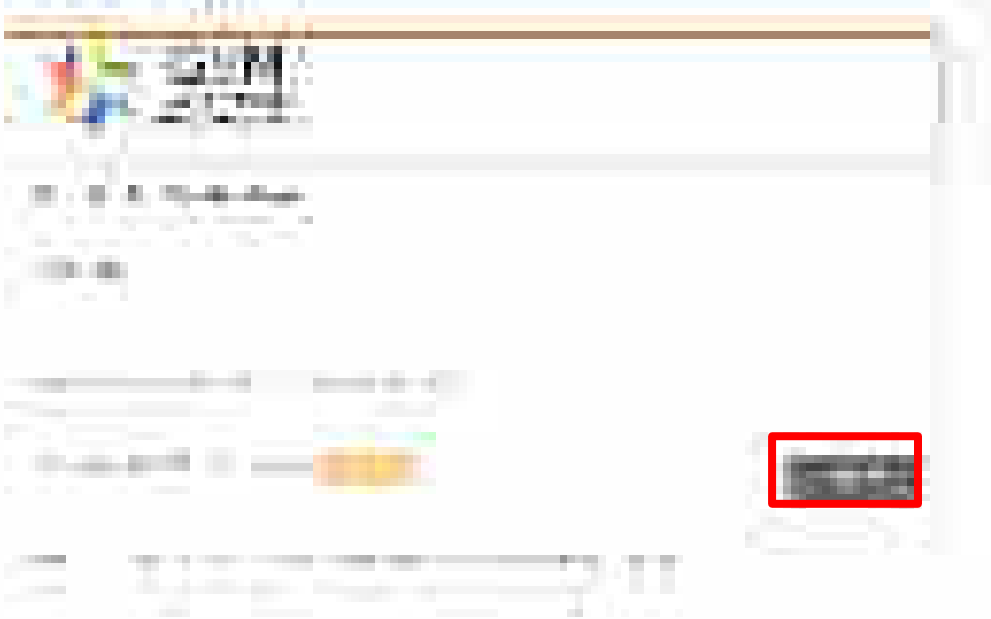
- Parent user of the GeM Portal & register the organisation.
- Creation & modification of all secondary users like buyer, consignee, etc.
- Administration of GeM procurement.
- Transfer of account to new primary user.

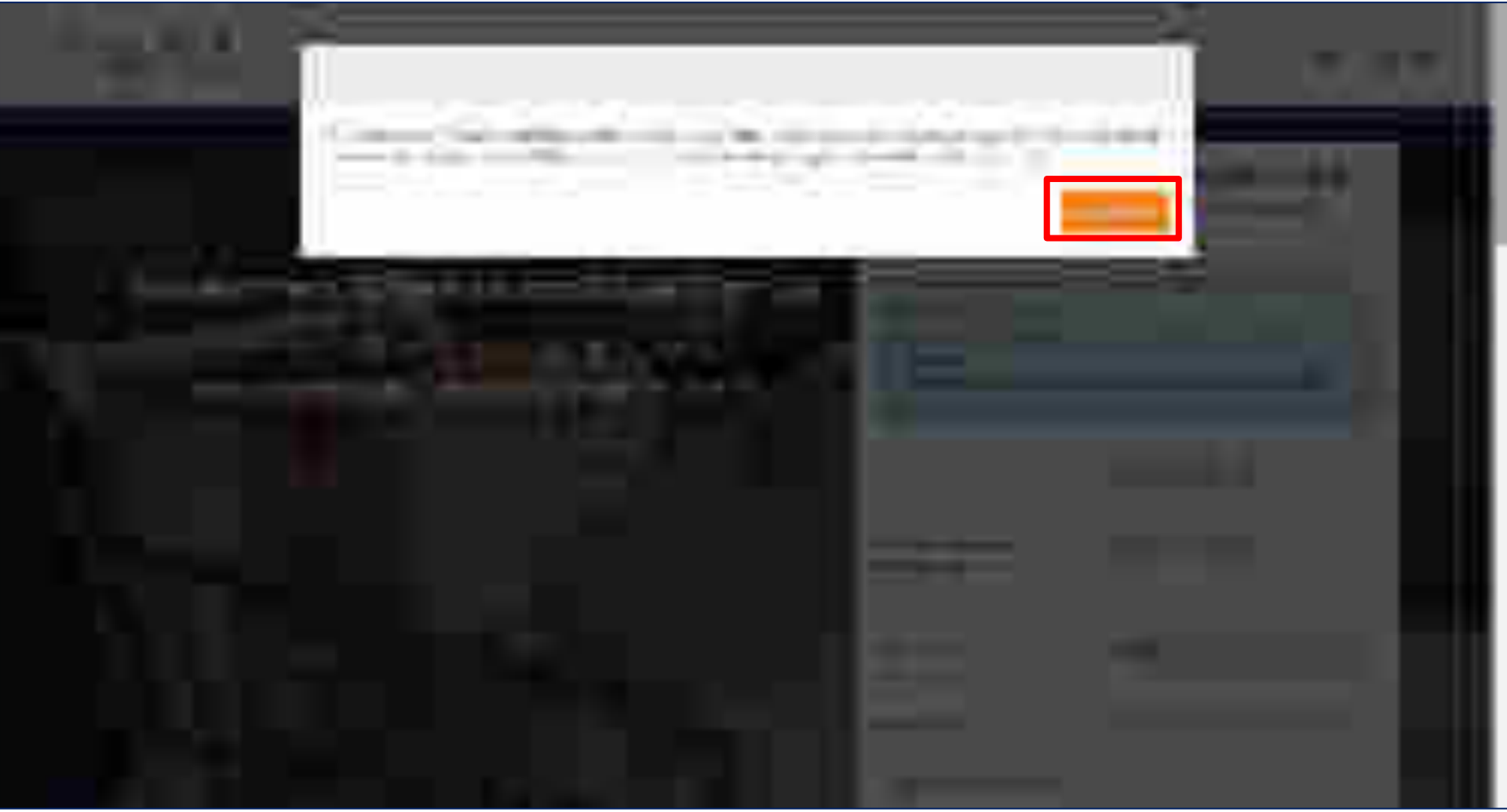
User Role Player Matrix					
Detail	Primary User	Buyer	Consignee	PAO	DDO
Primary User	✓		✓		
Buyer/Consignee		✓	✓		
PAO				✓	
DDO					✓

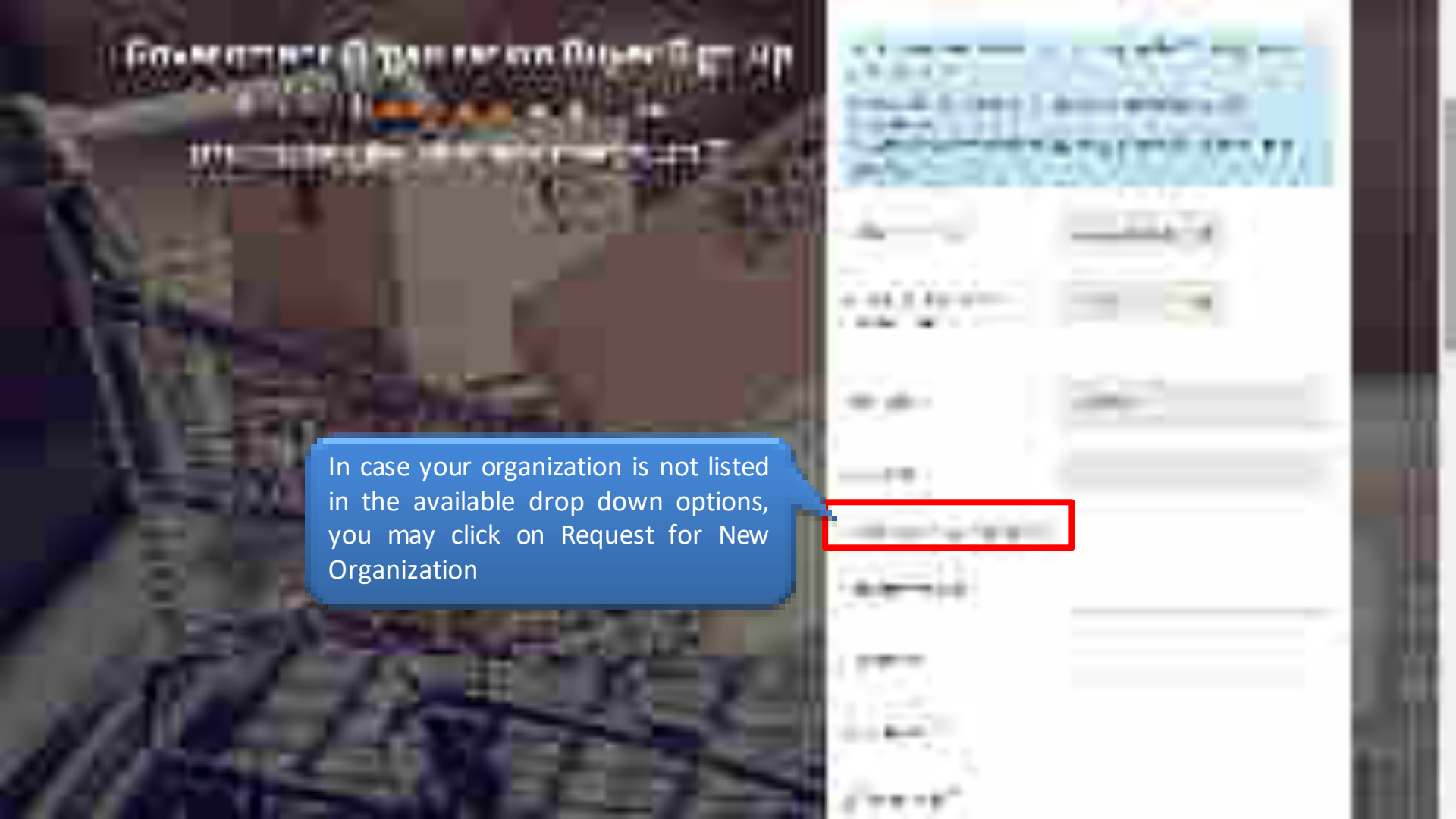
Primary User Registration

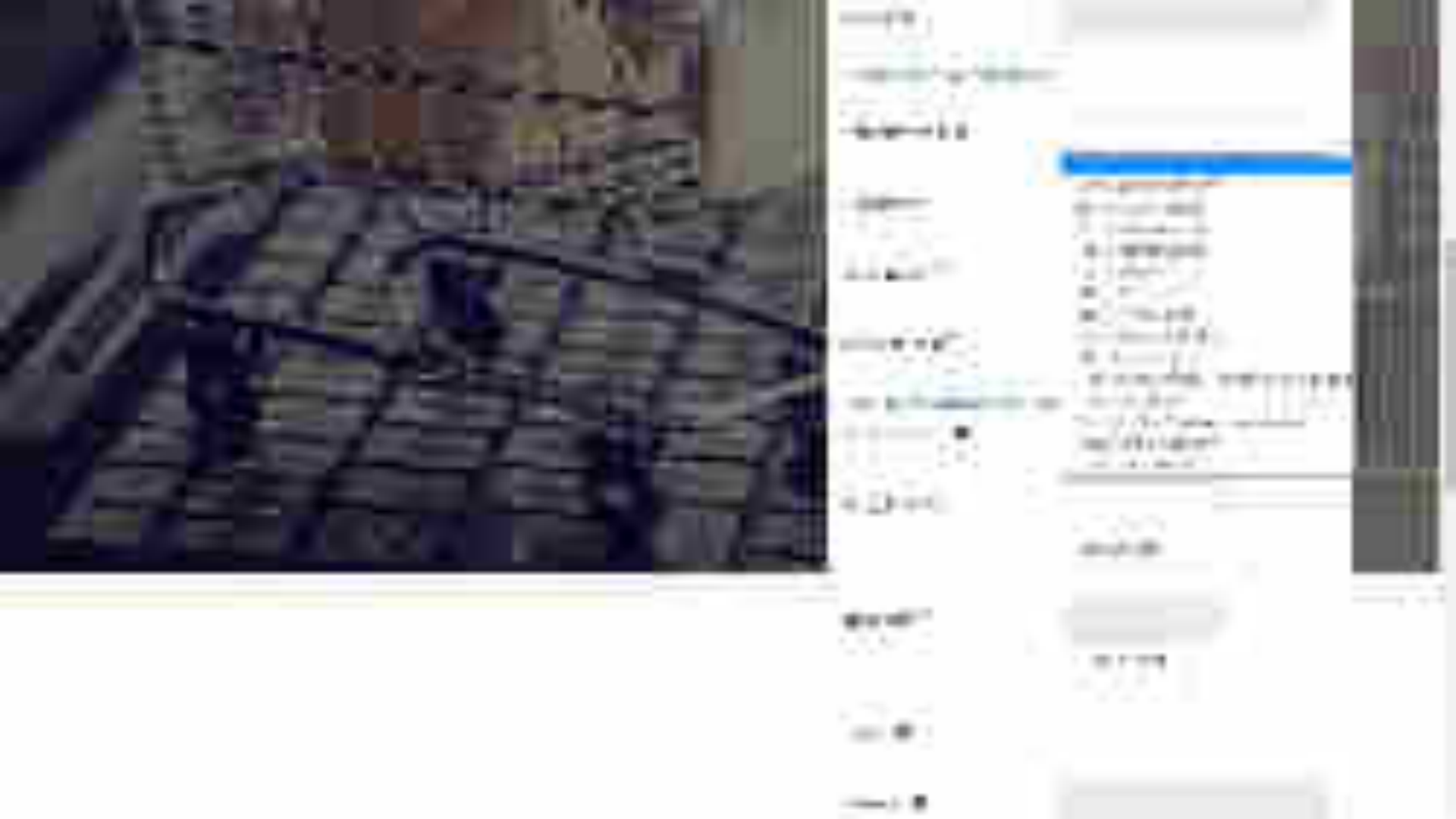
Open www.gem.gov.in

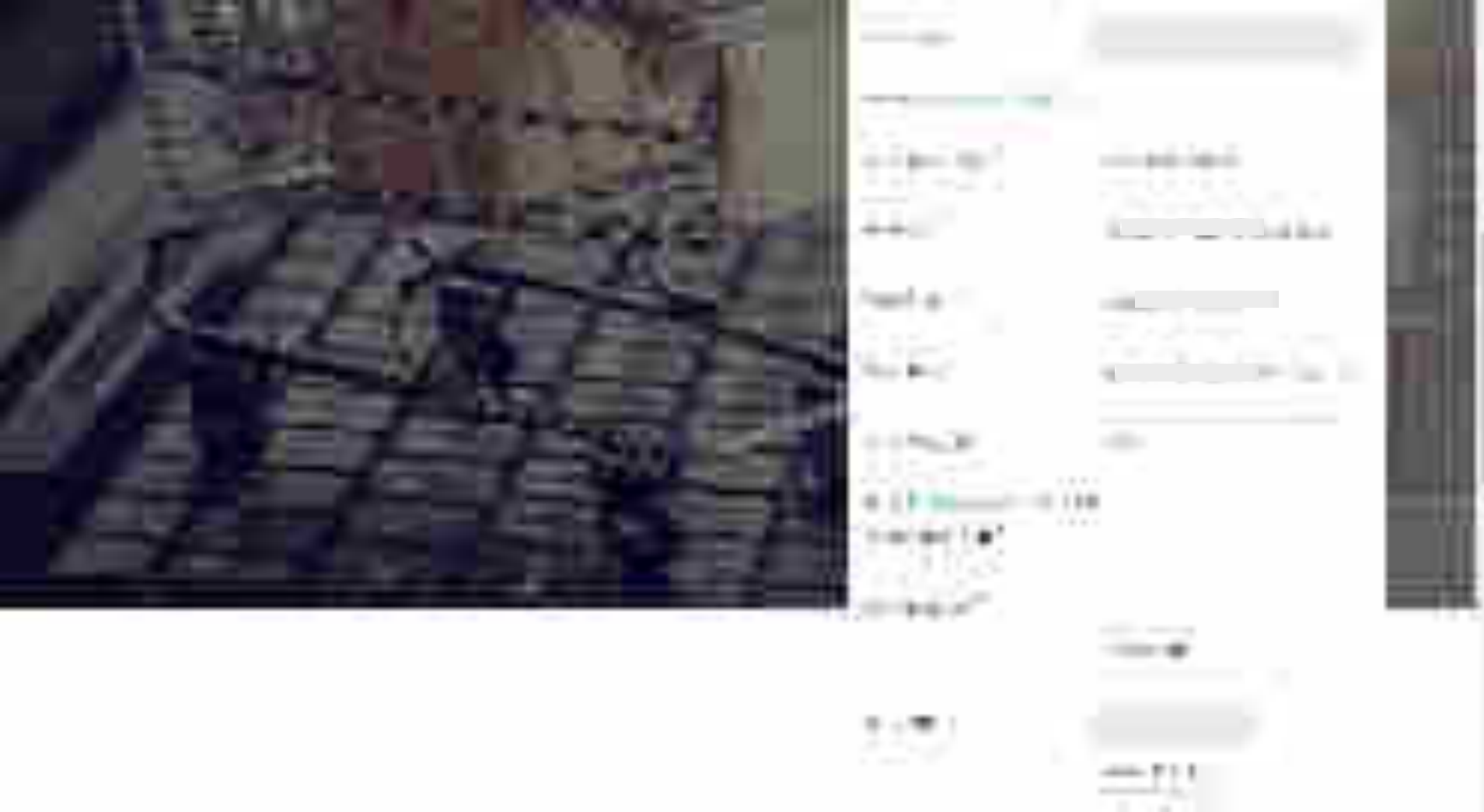




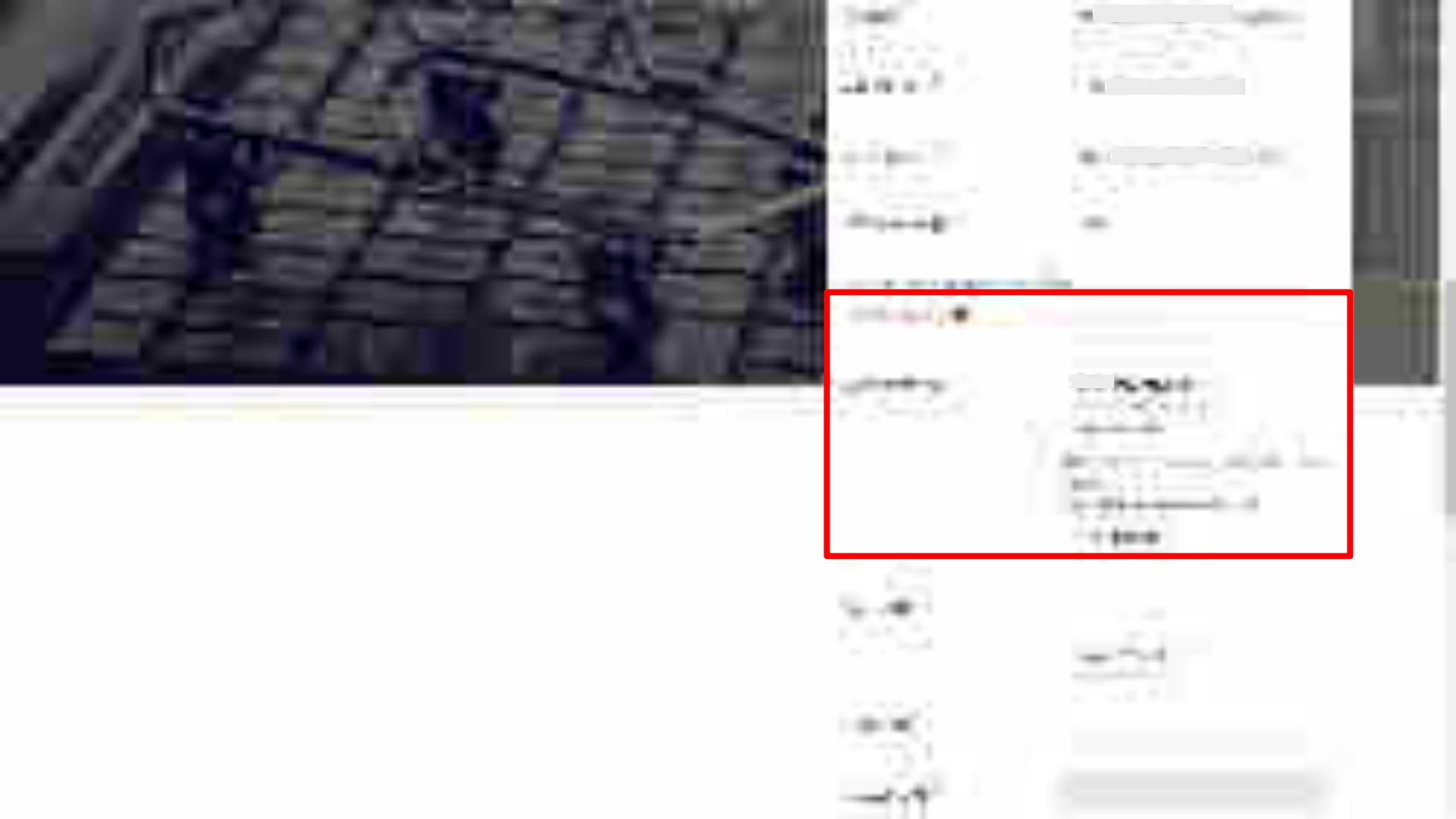


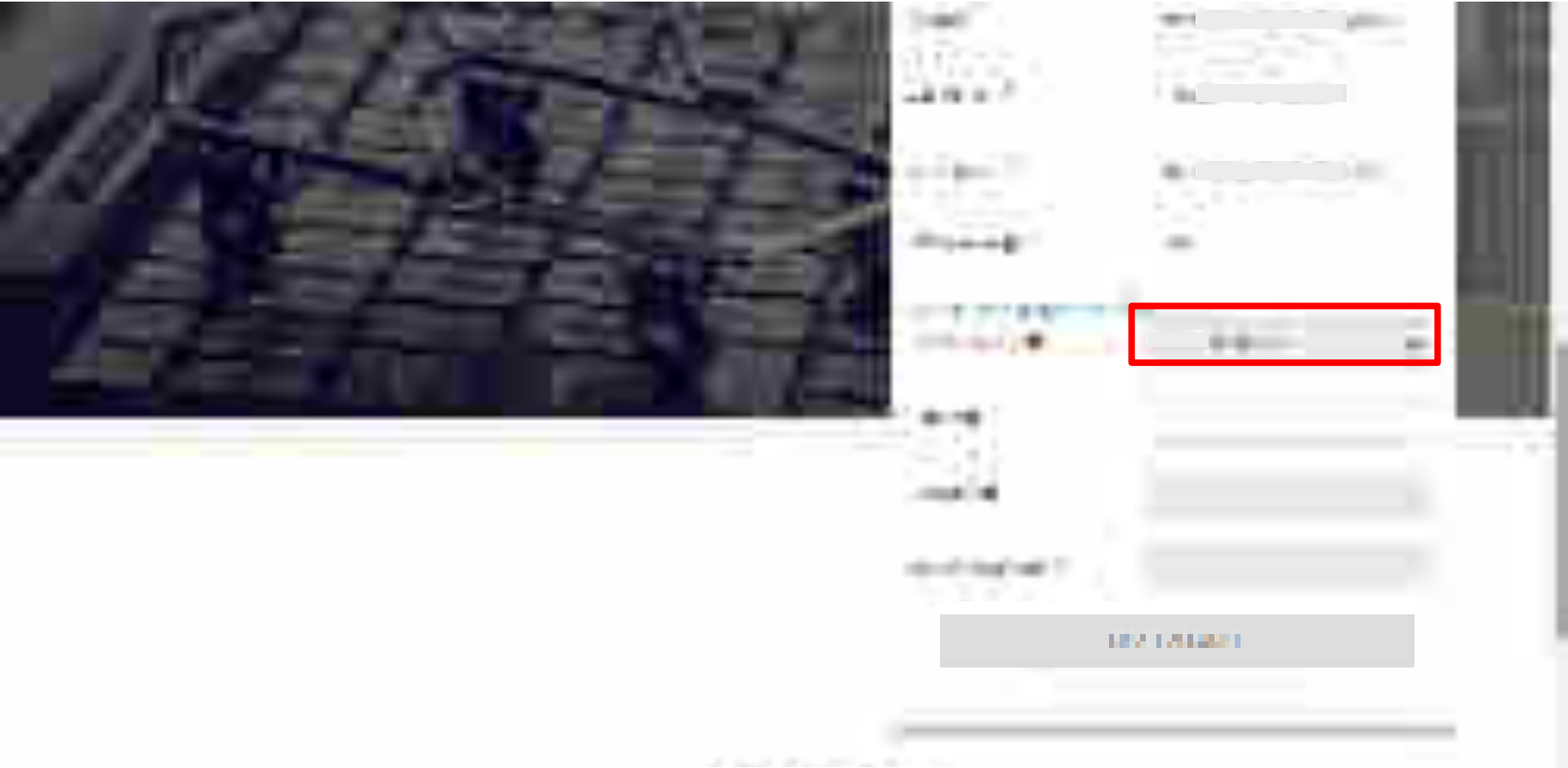

In case your organization is not listed in the available drop down options, you may click on Request for New Organization



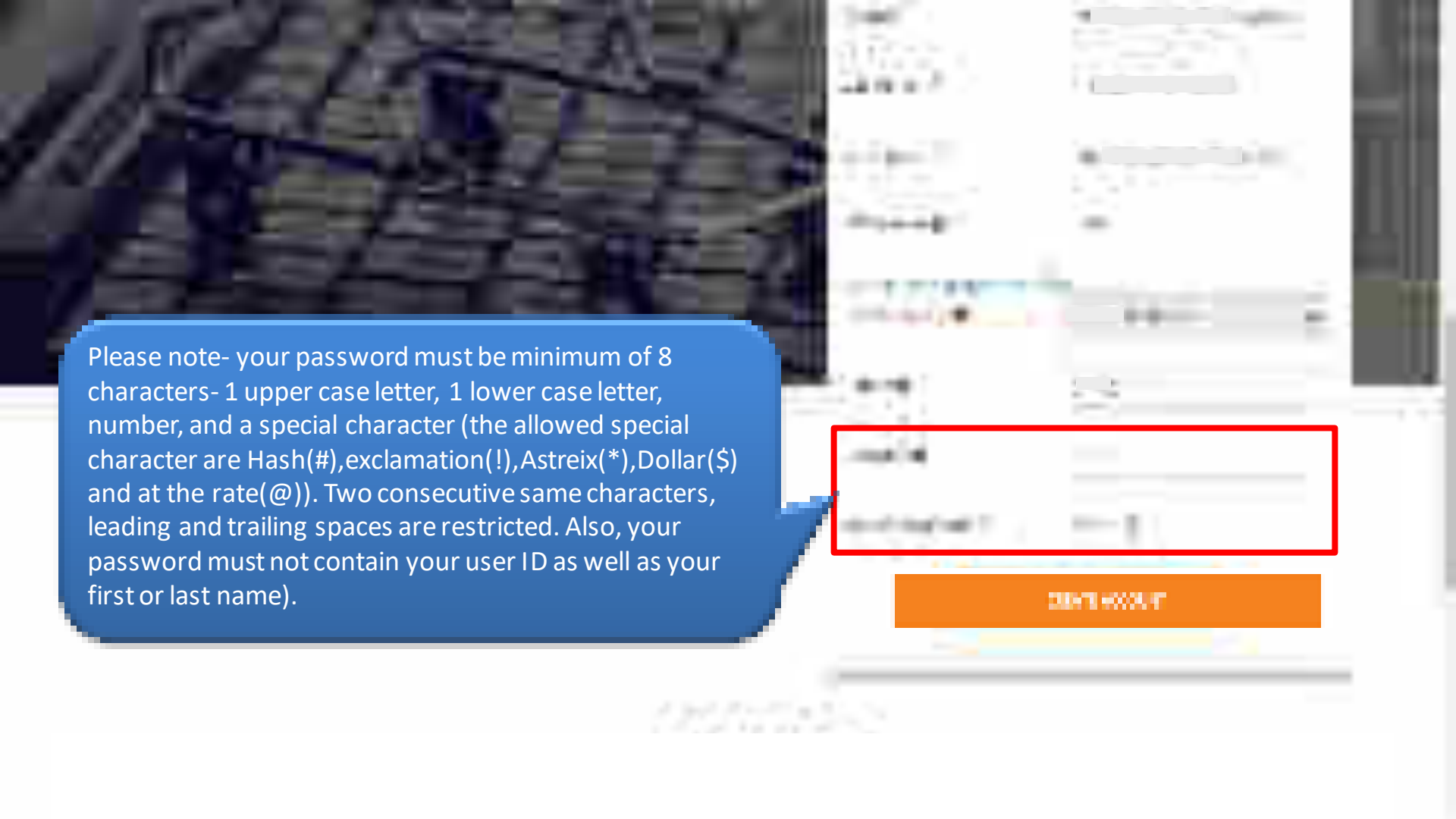


For primary user it is mandatory to have gov.in/nic.in/ gembuyer.in email ID. In case it is not available, click on Apply for @gembuyer.in ID



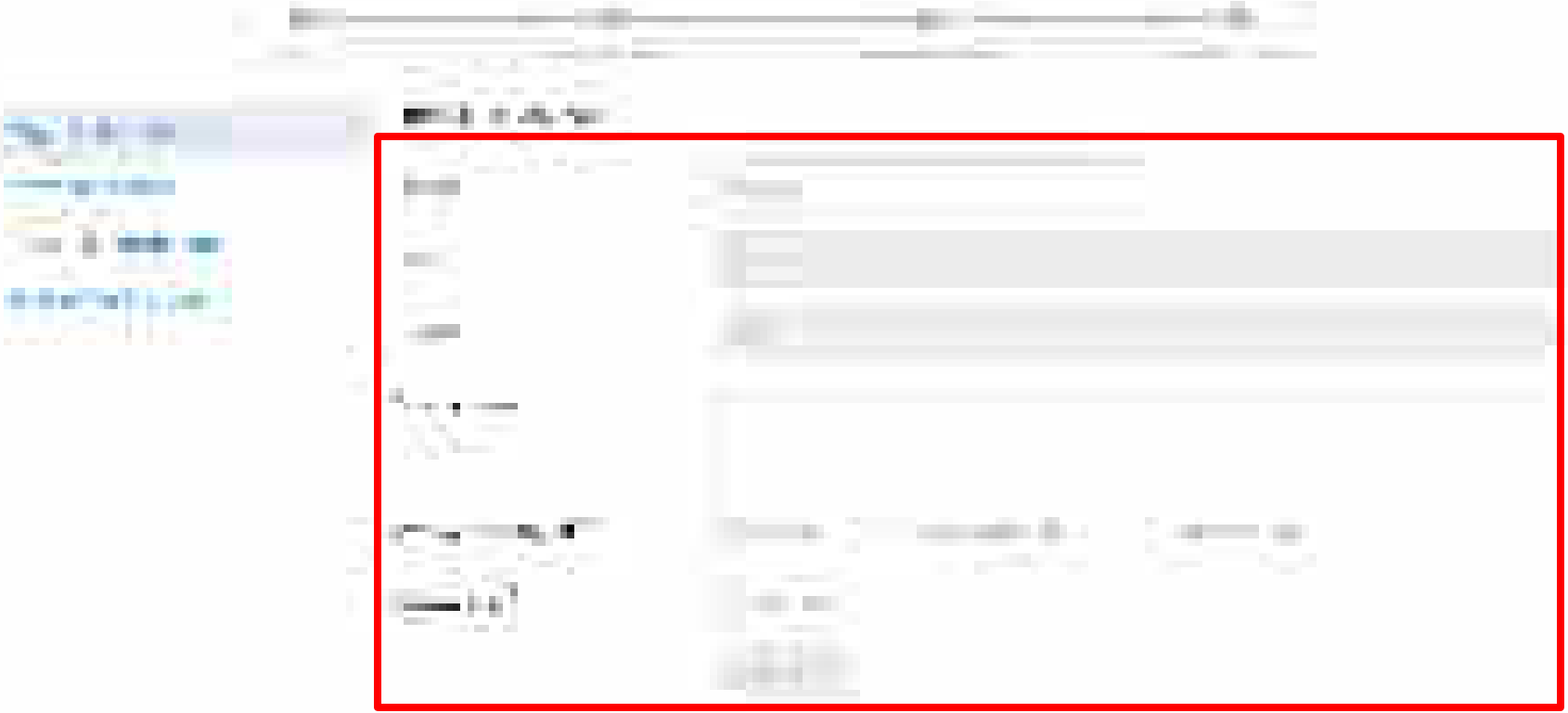


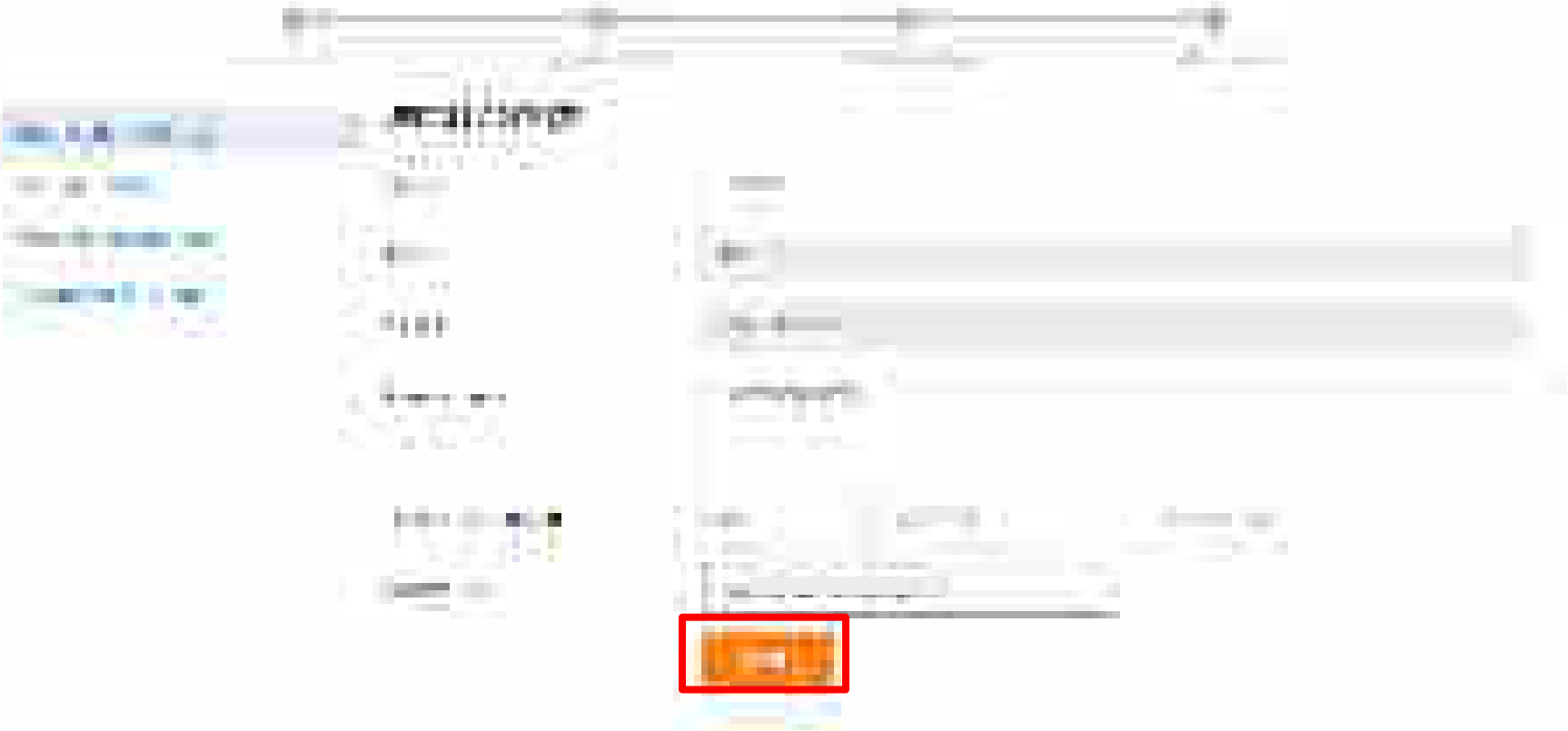
It is advised that you create your user ID according to your designation or department, because once created, the user ID cannot be edited. Please note- User ID is your login ID through which you will be able to login into your account(For e.g. – Abc@12345)

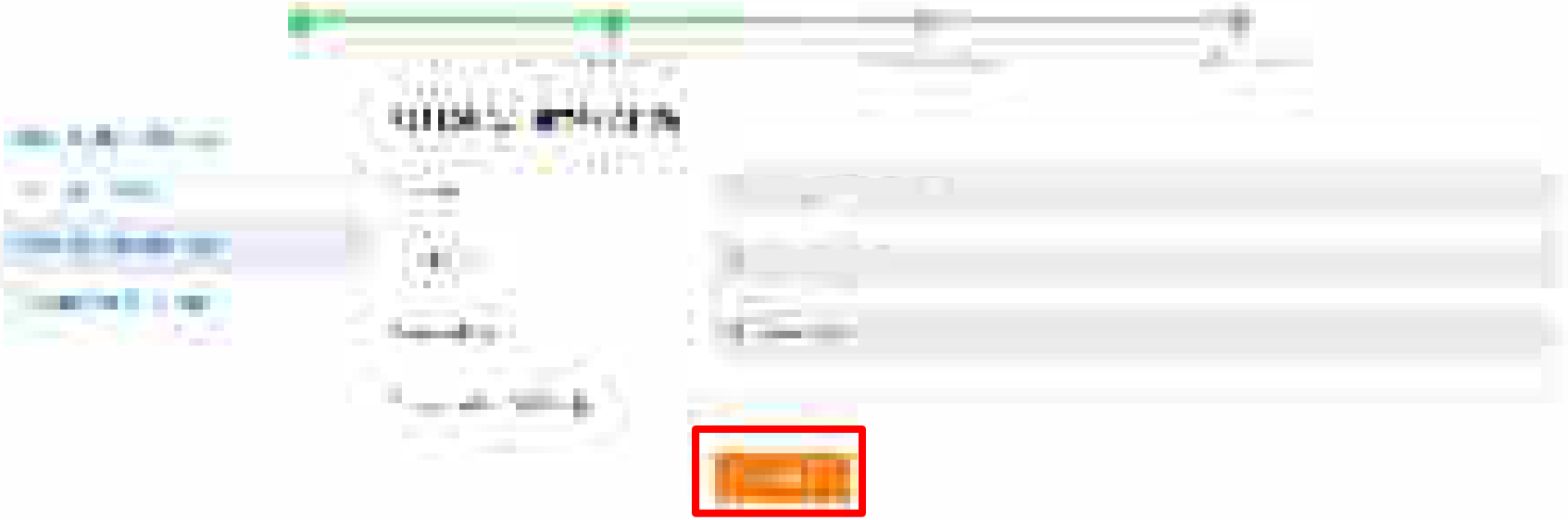


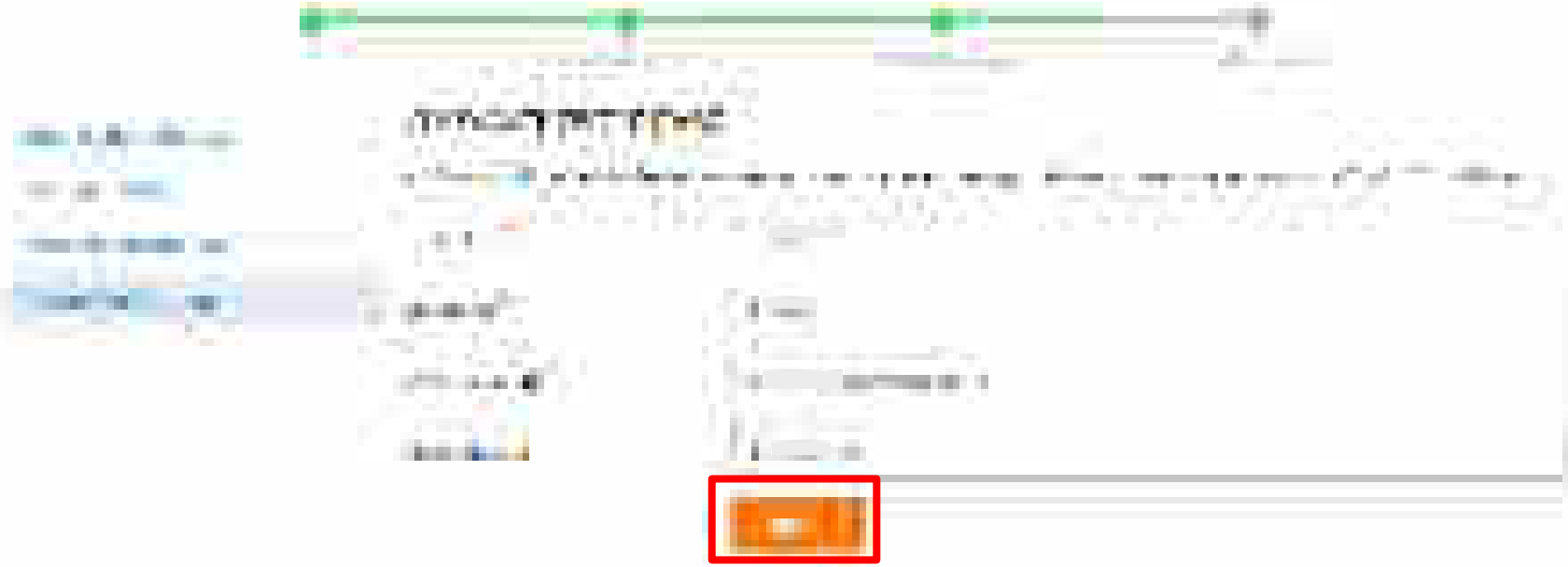
Please note- your password must be minimum of 8 characters- 1 upper case letter, 1 lower case letter, number, and a special character (the allowed special character are Hash(#),exclamation(!),Astreix(*),Dollar($) and at the rate(@)). Two consecutive same characters, leading and trailing spaces are restricted. Also, your password must not contain your user ID as well as your first or last name).

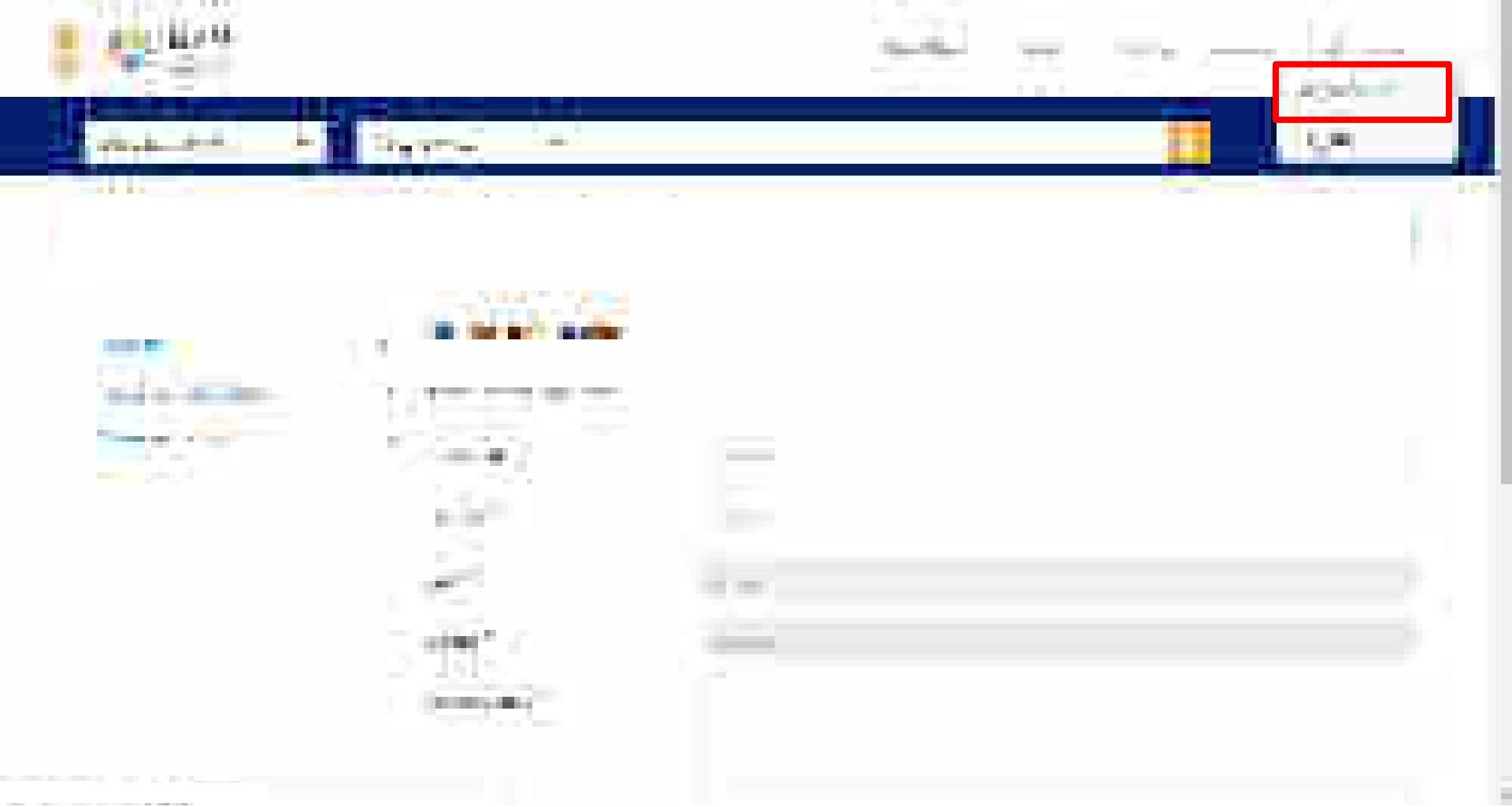
JANUARY

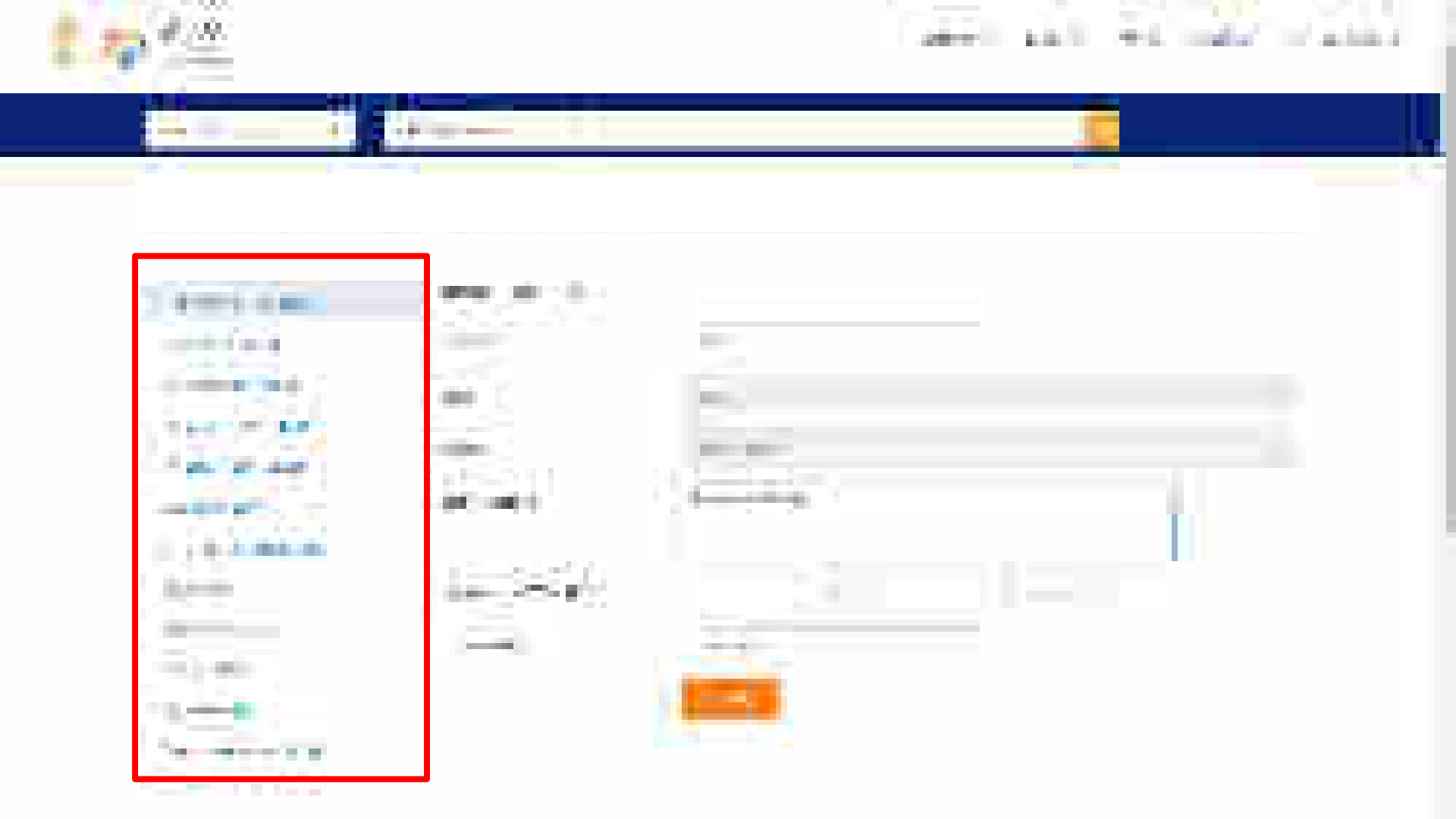


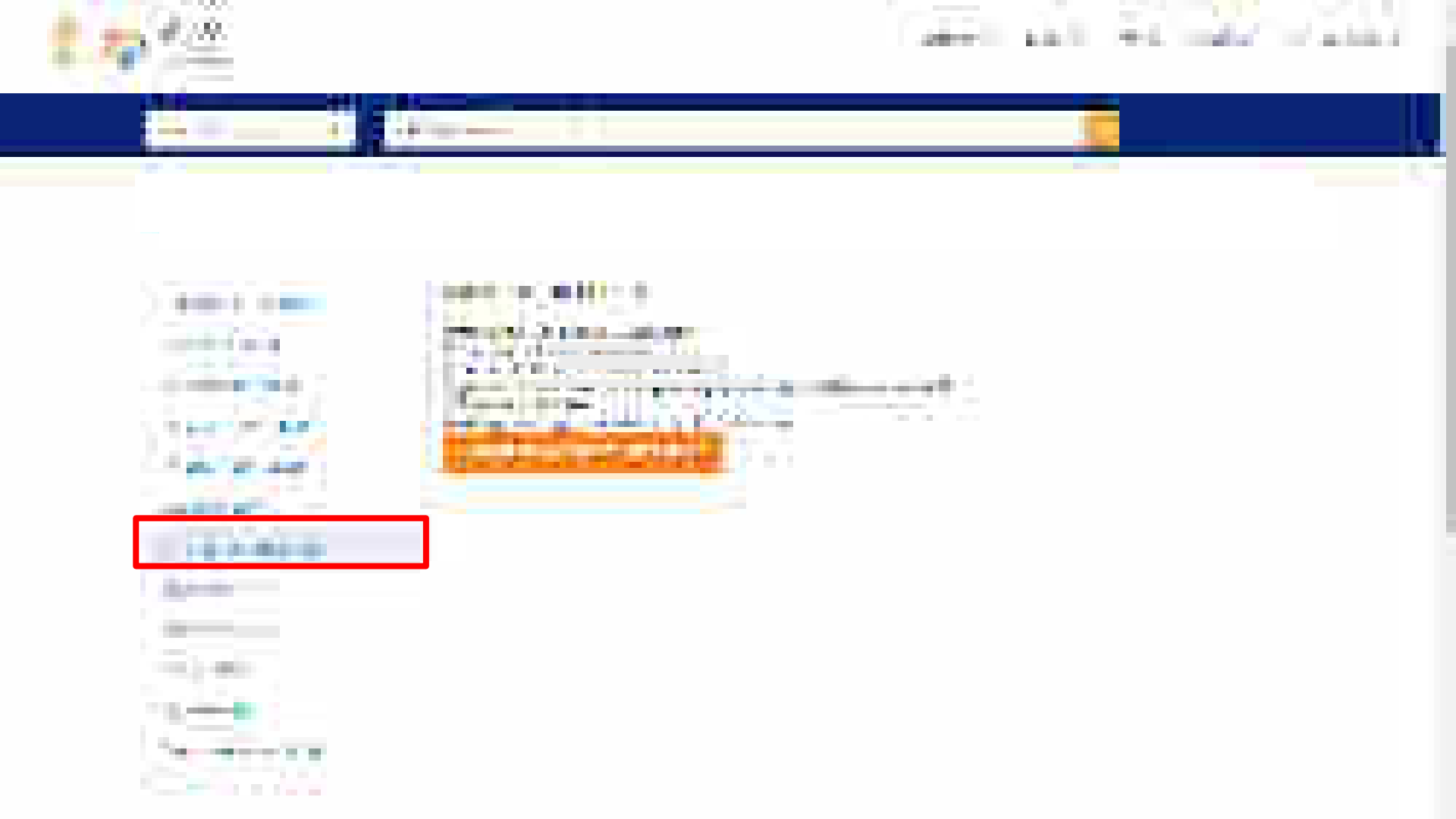


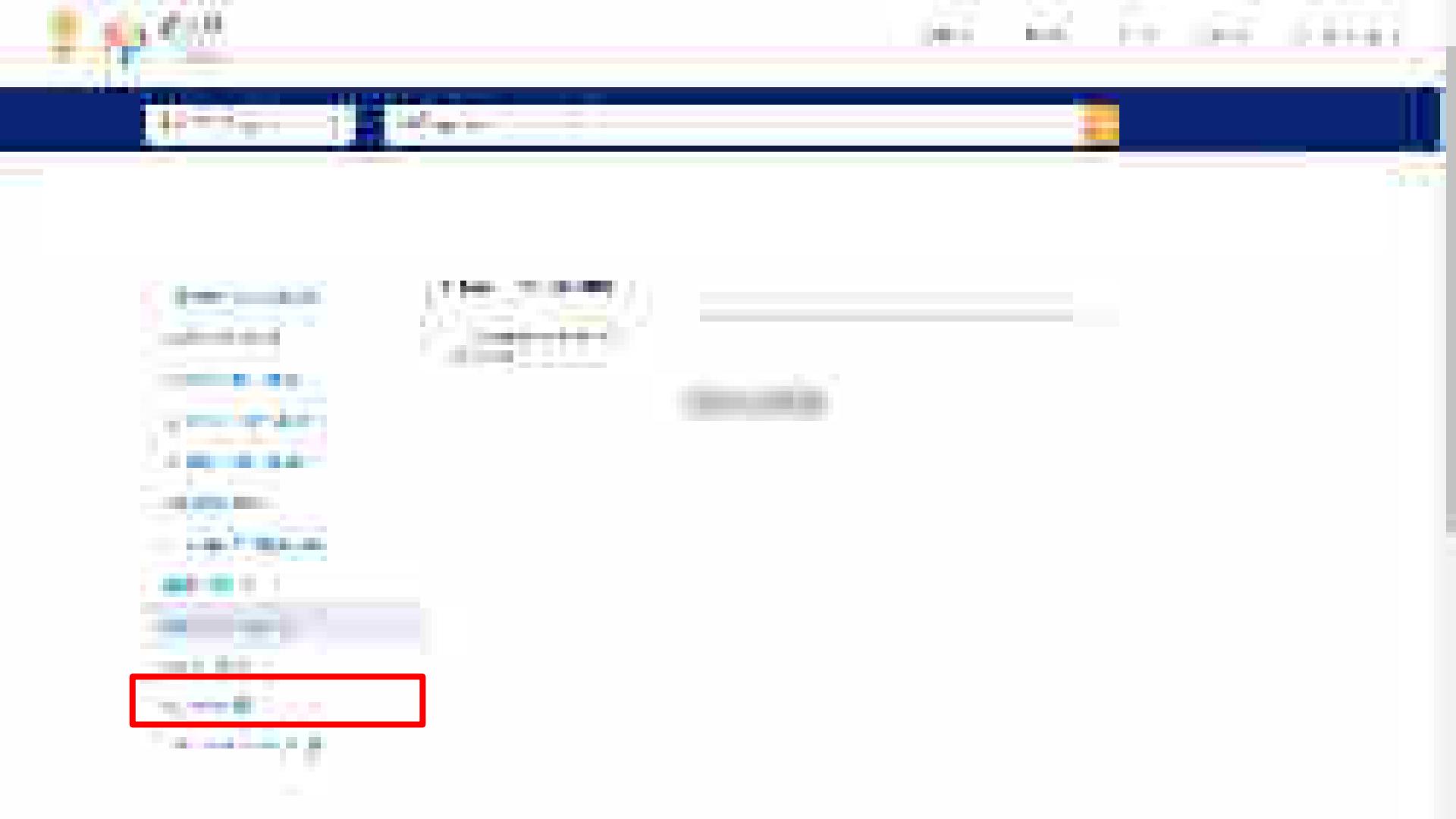


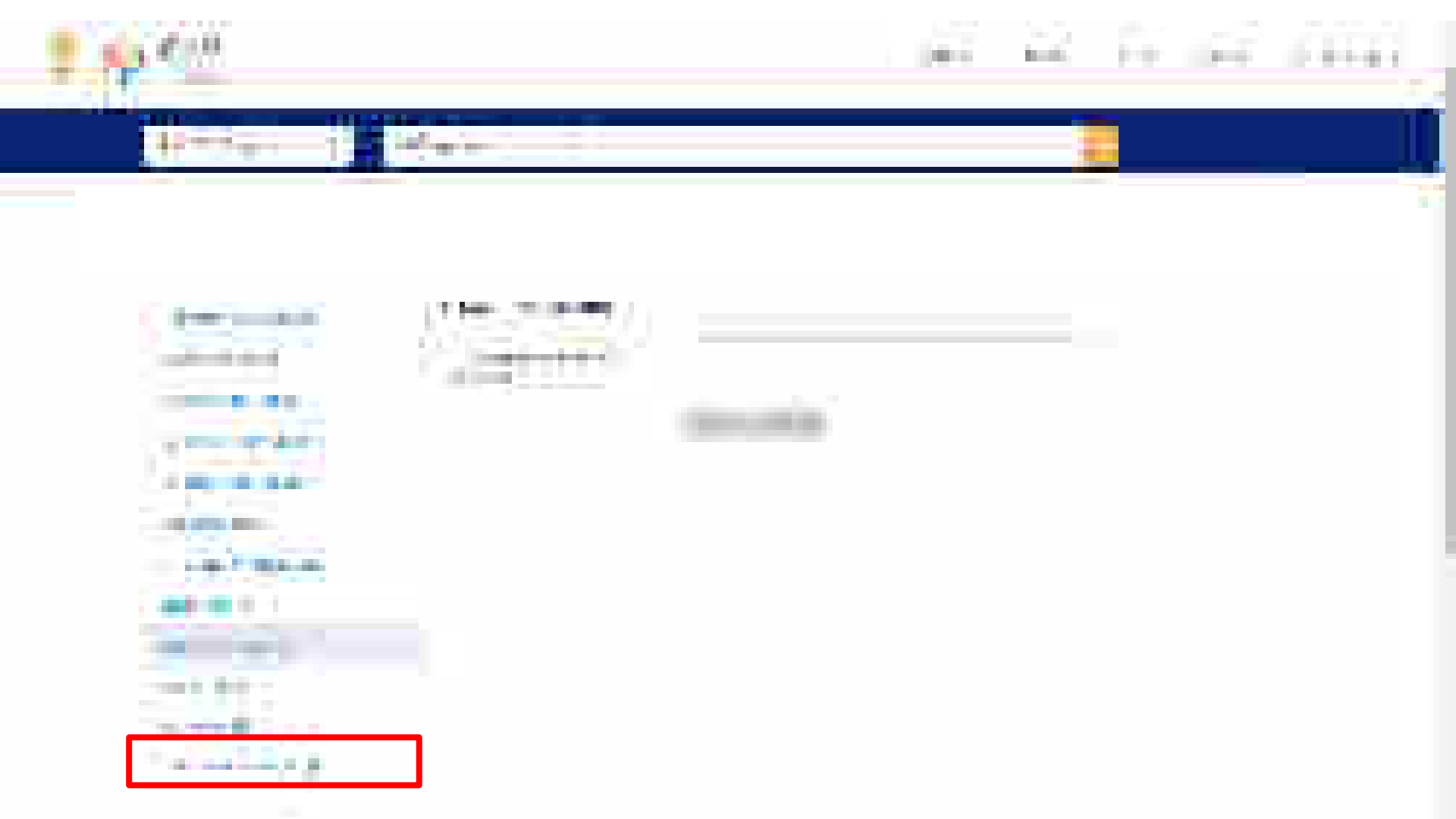


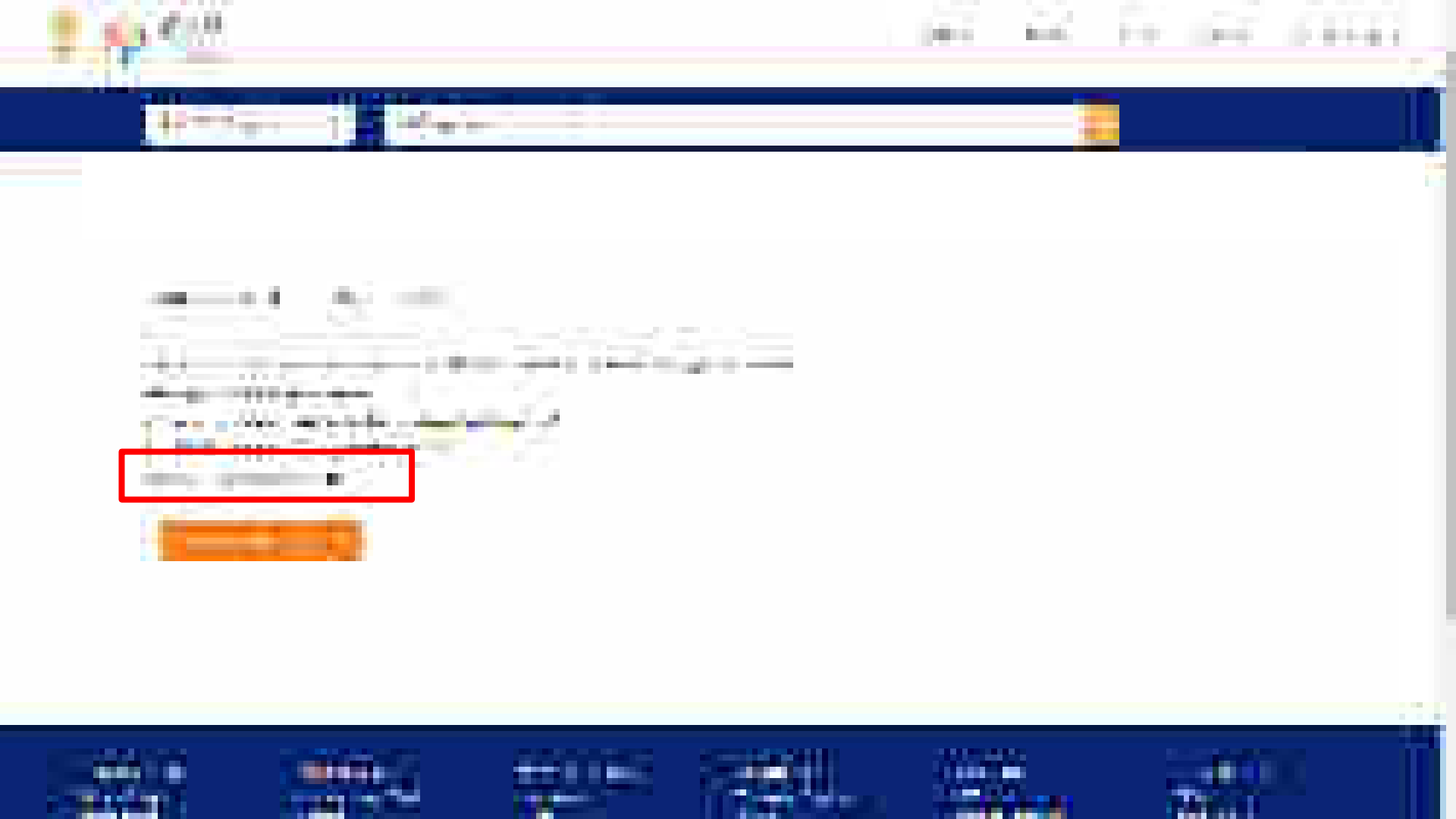


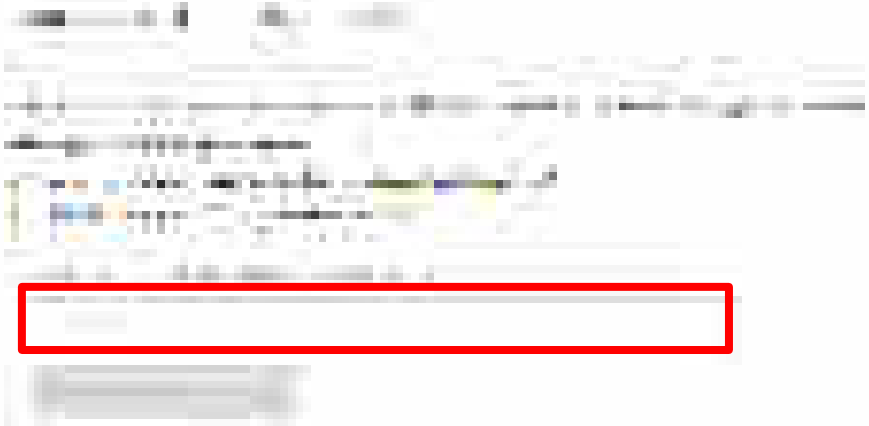


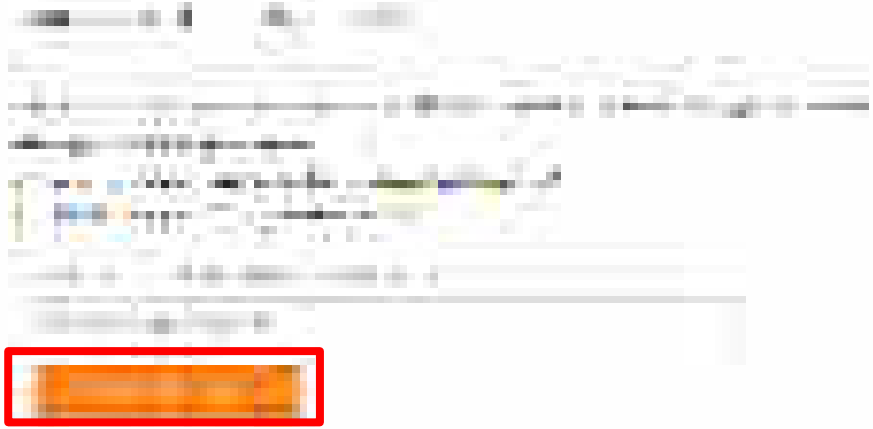


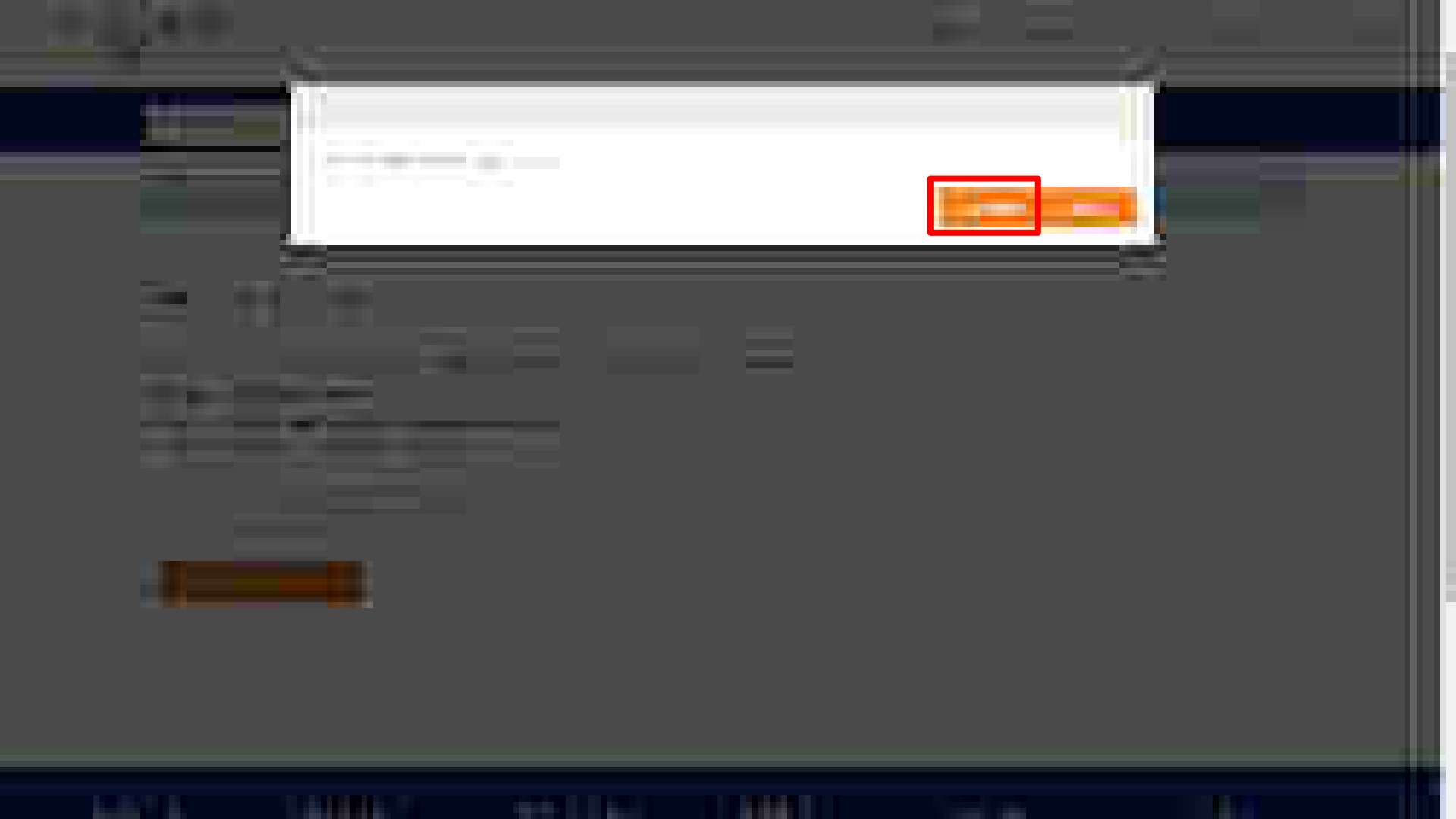






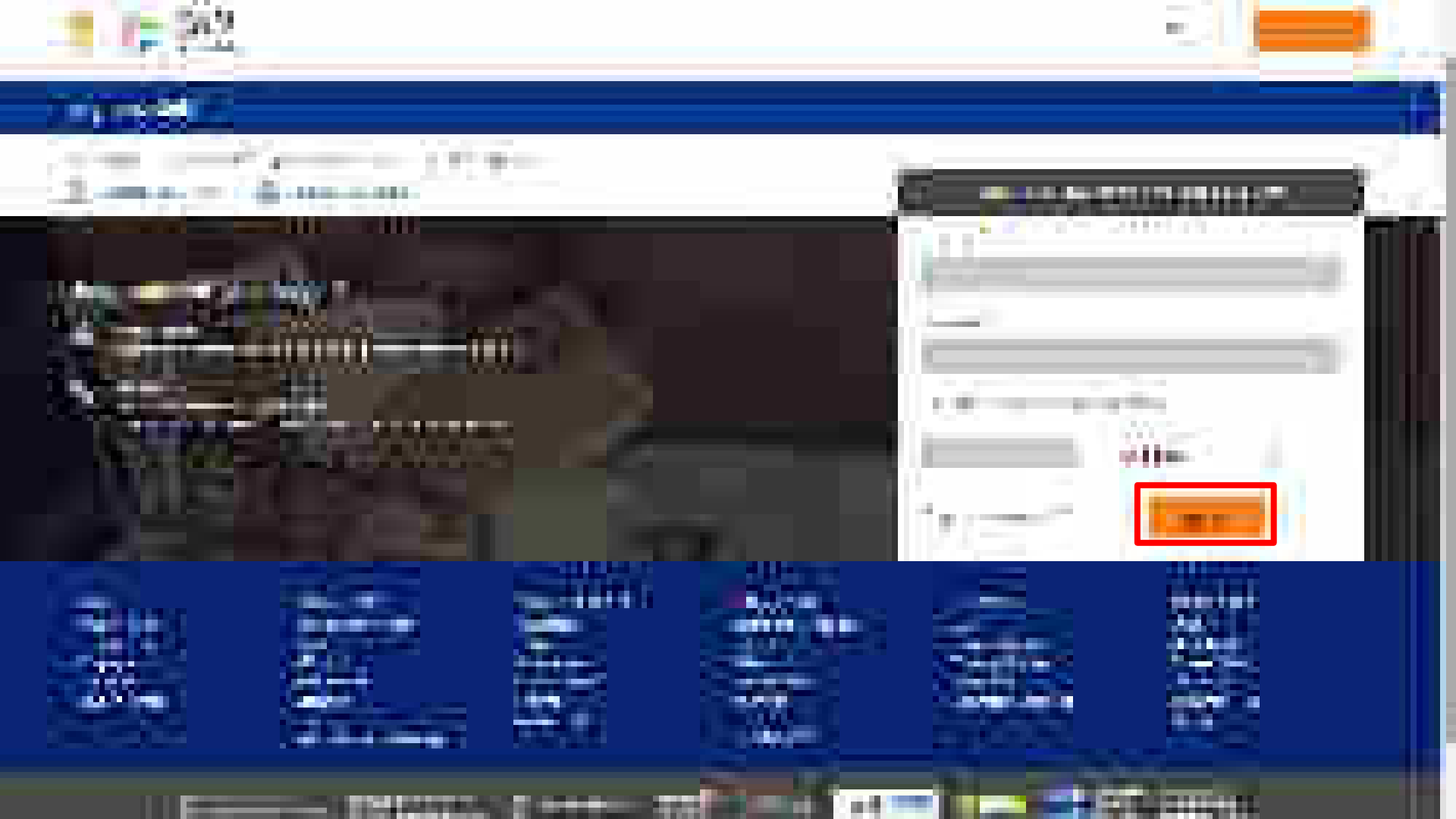


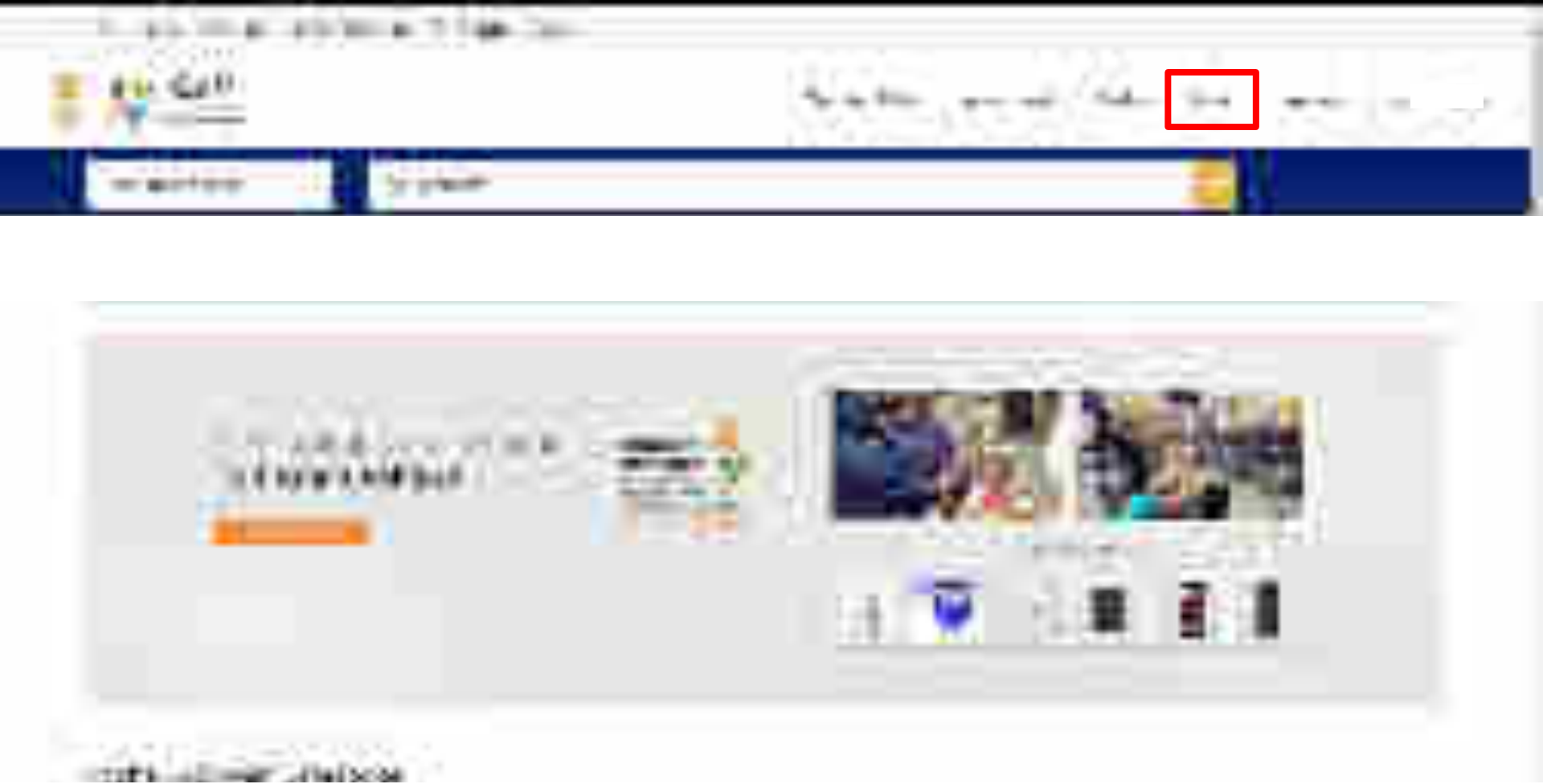


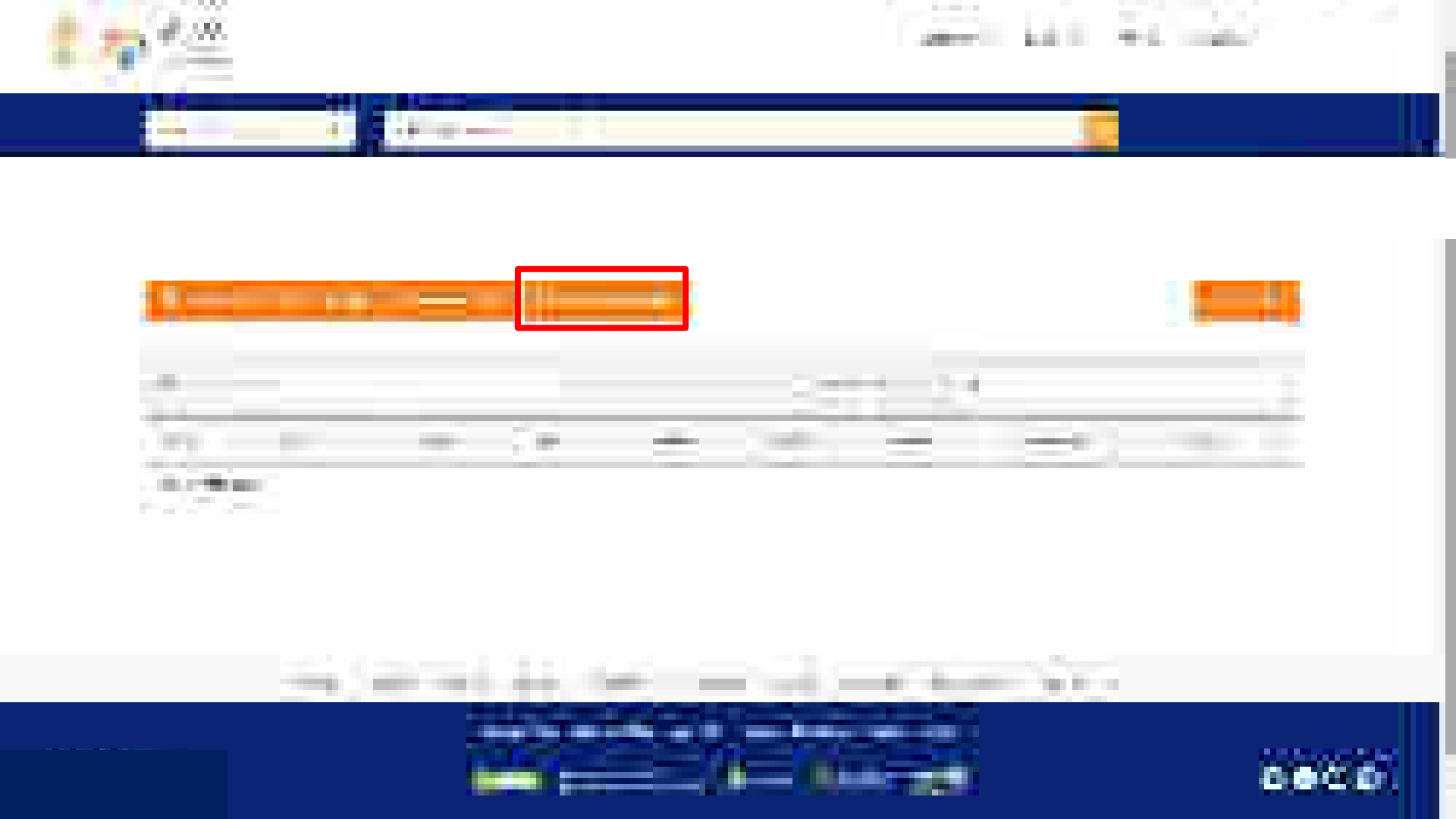


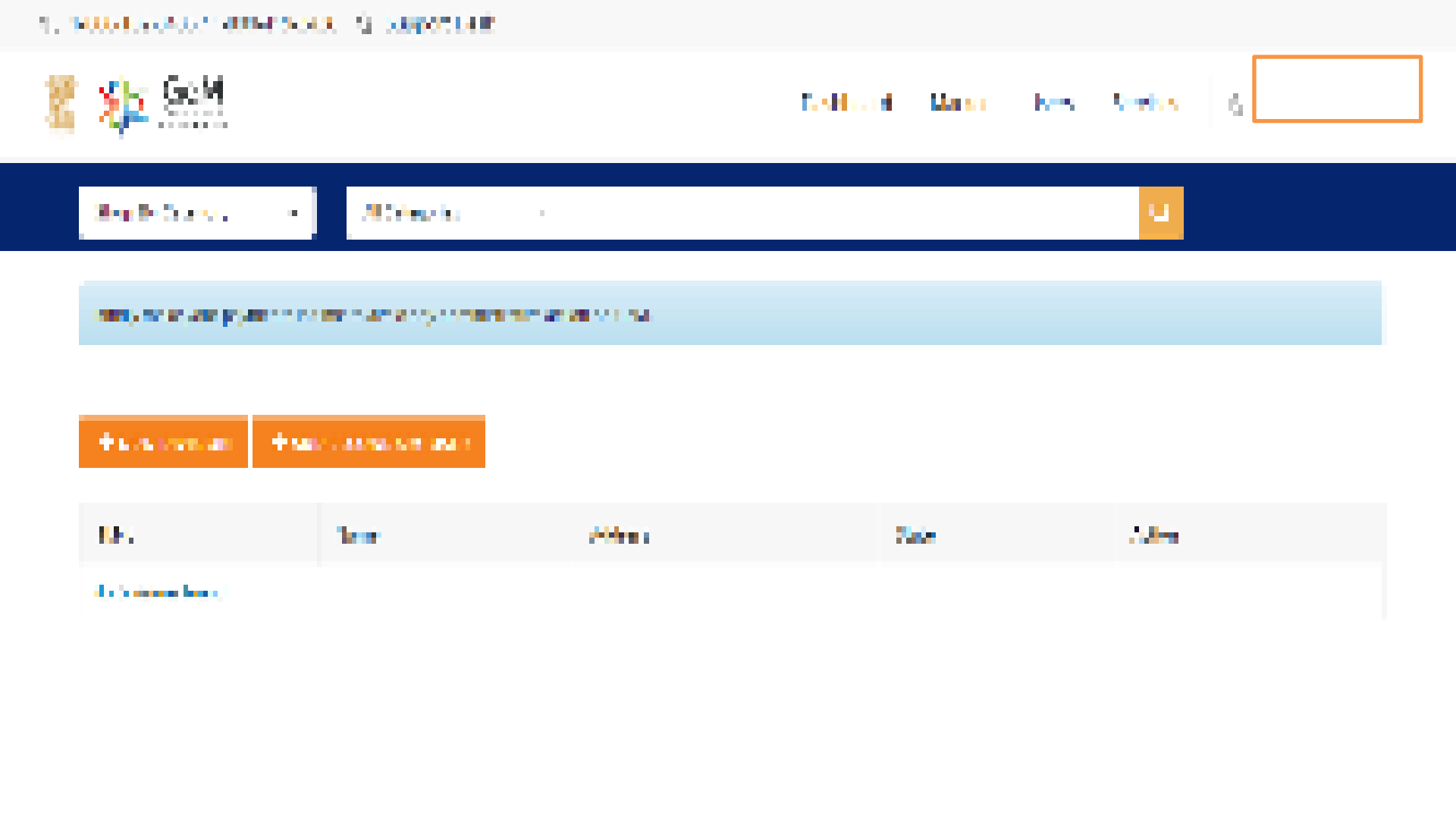
Secondary User Creation

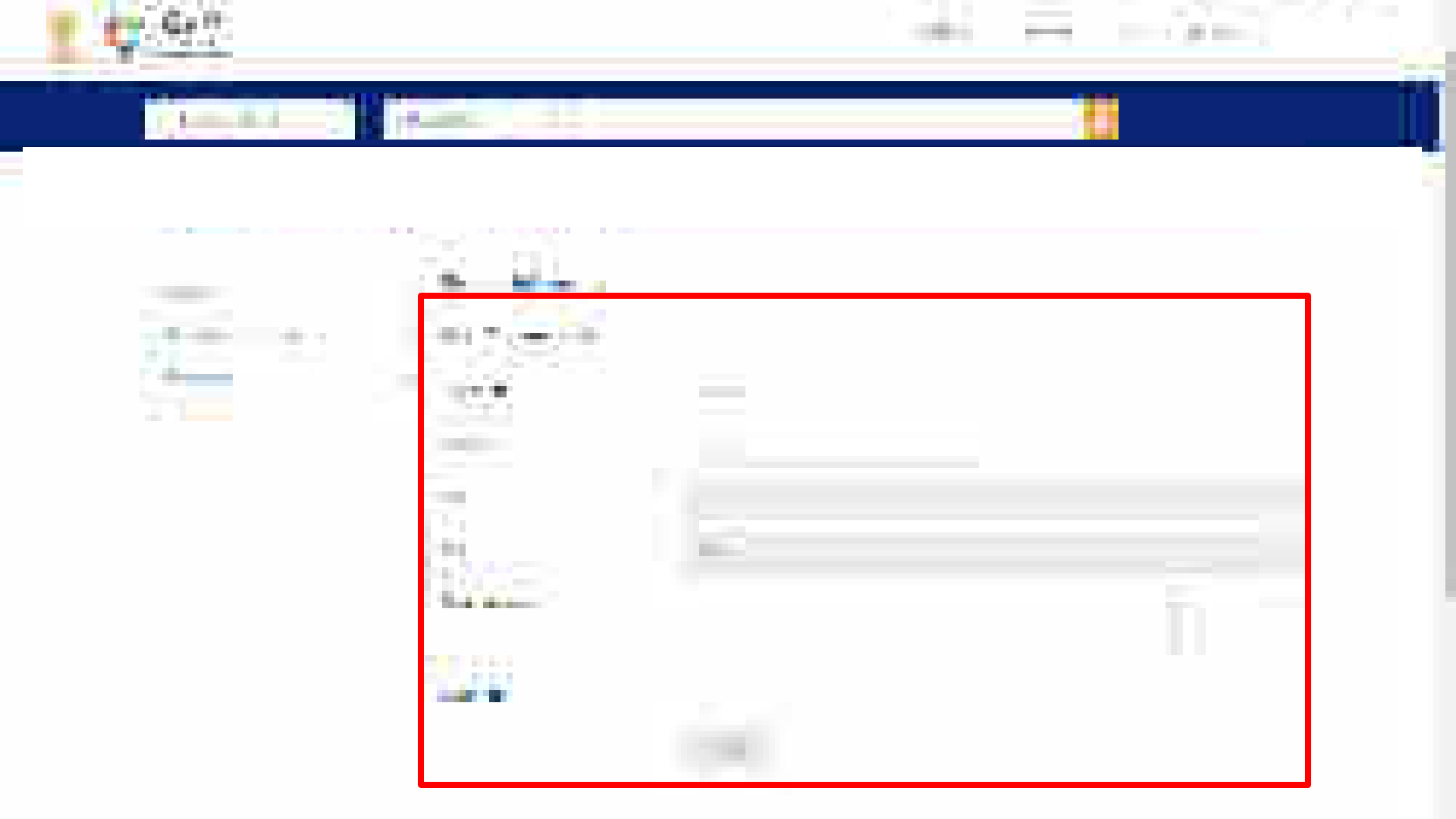
Open www.gem.gov.in

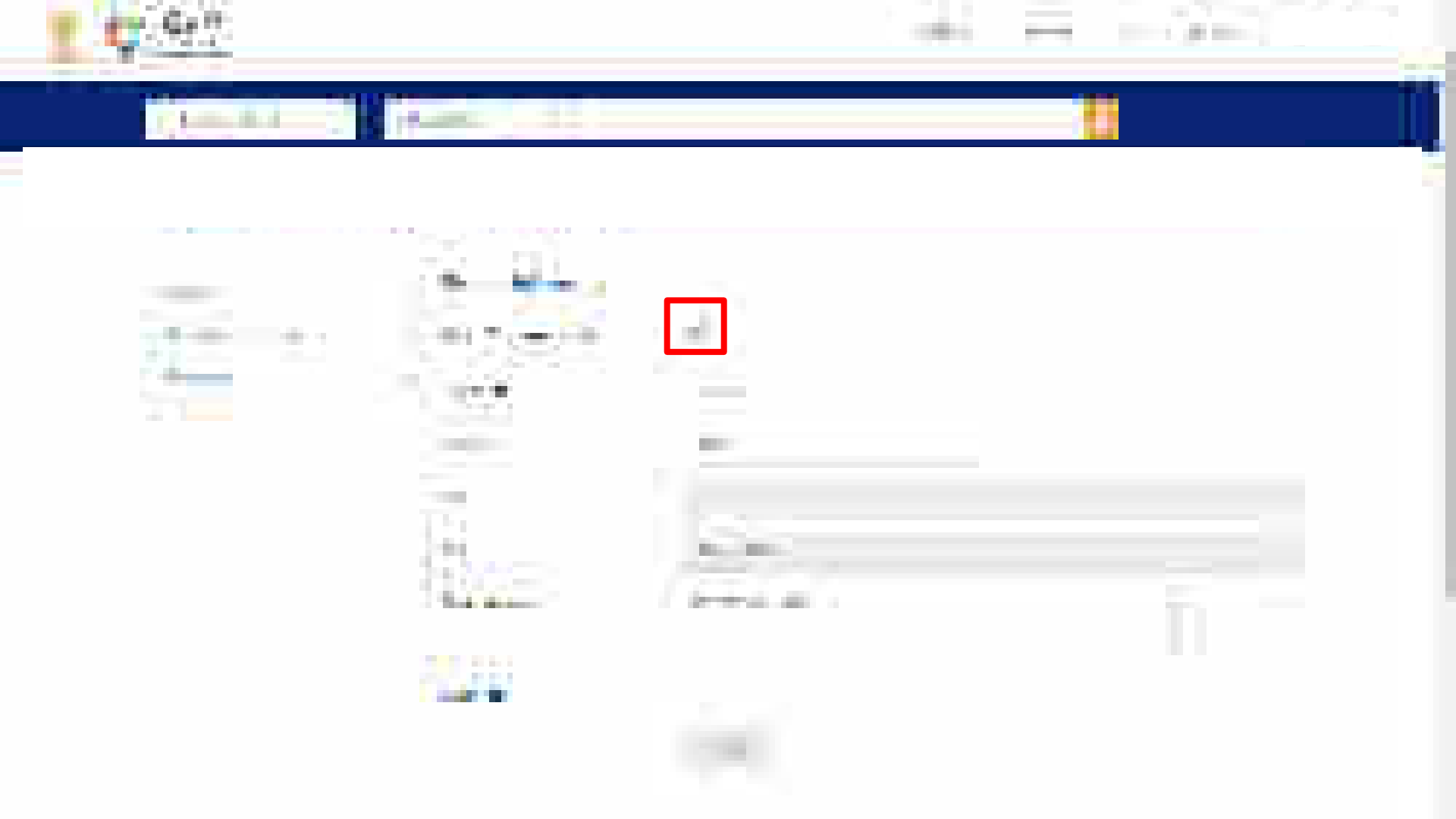


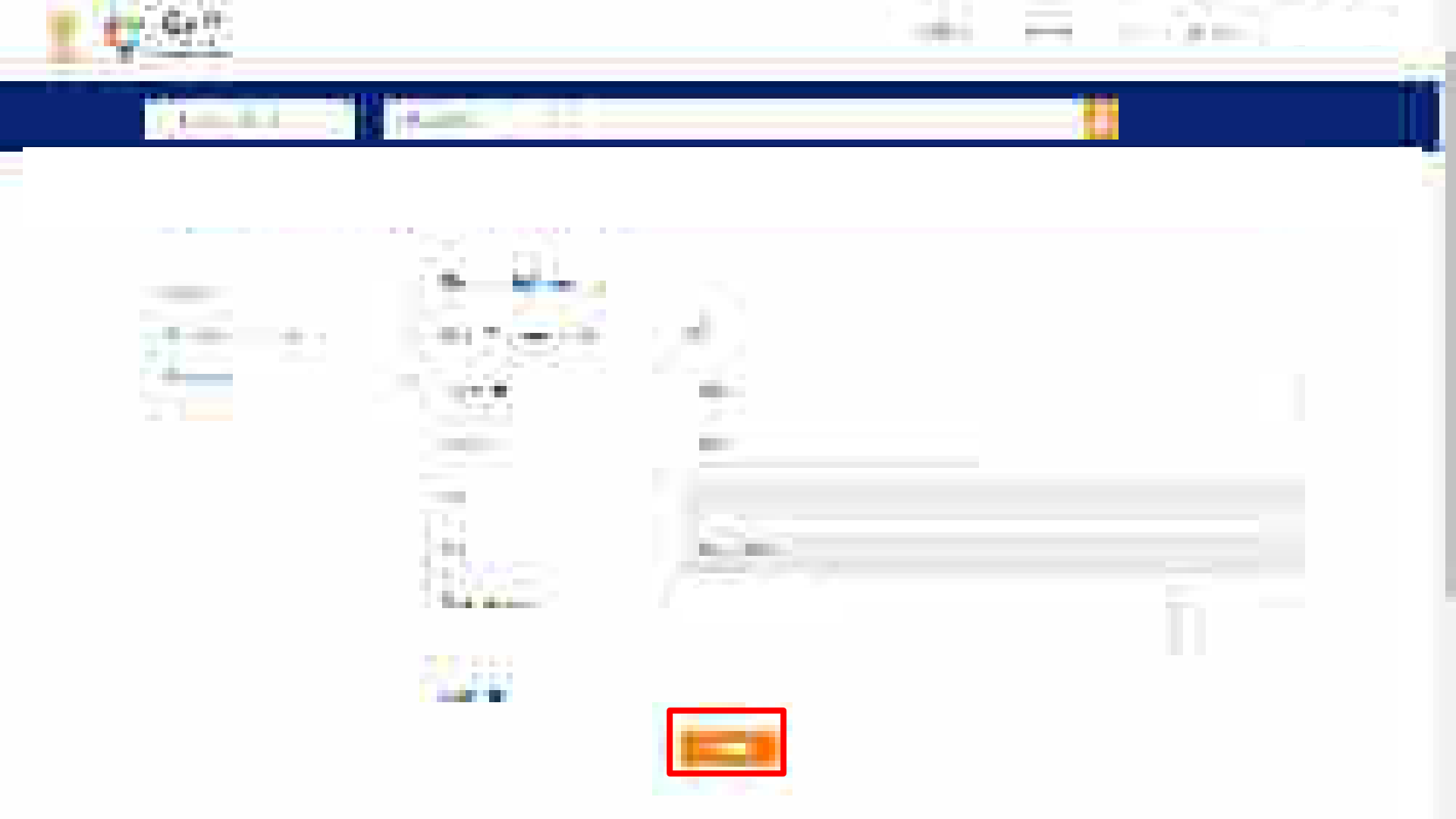


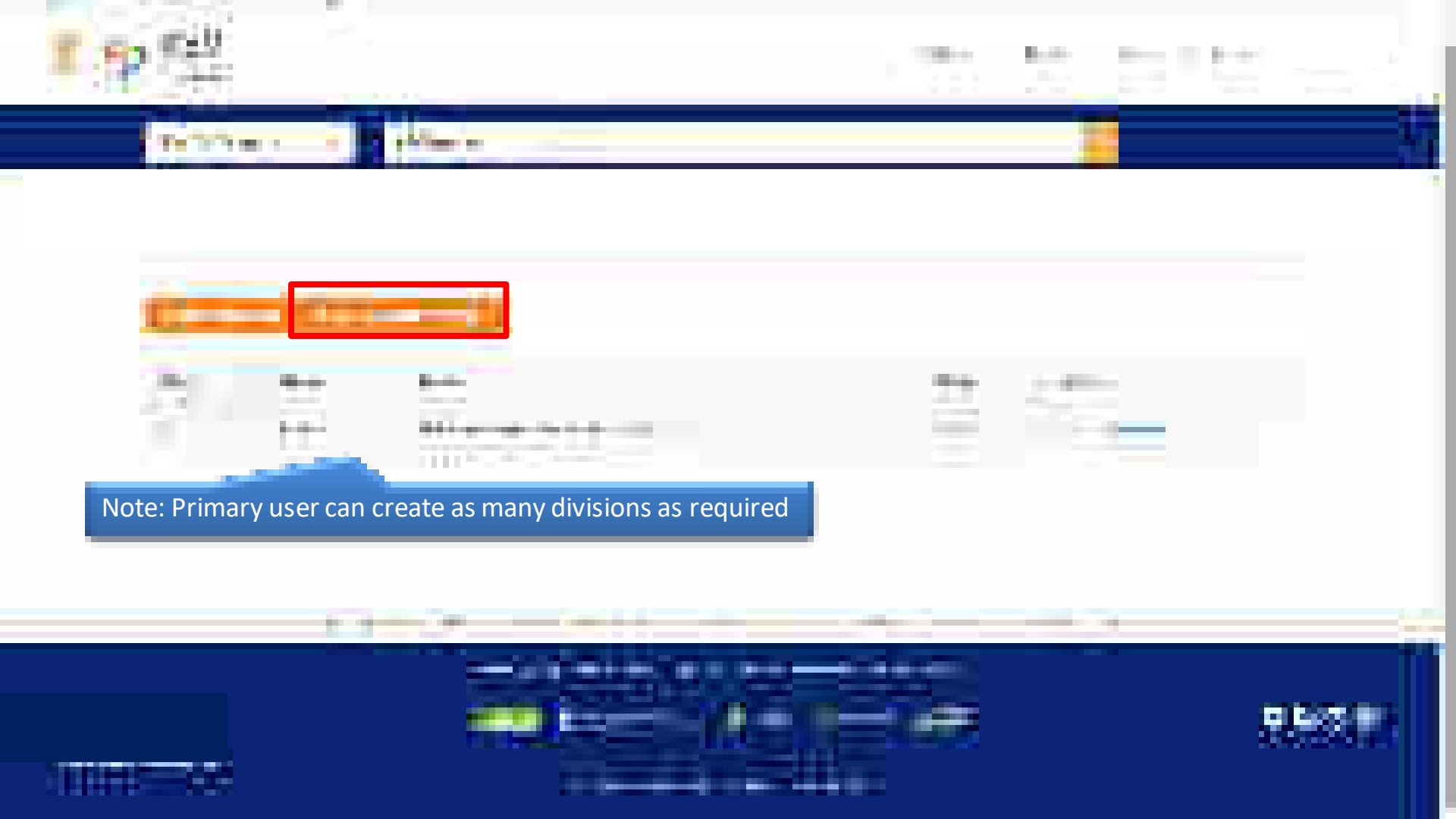




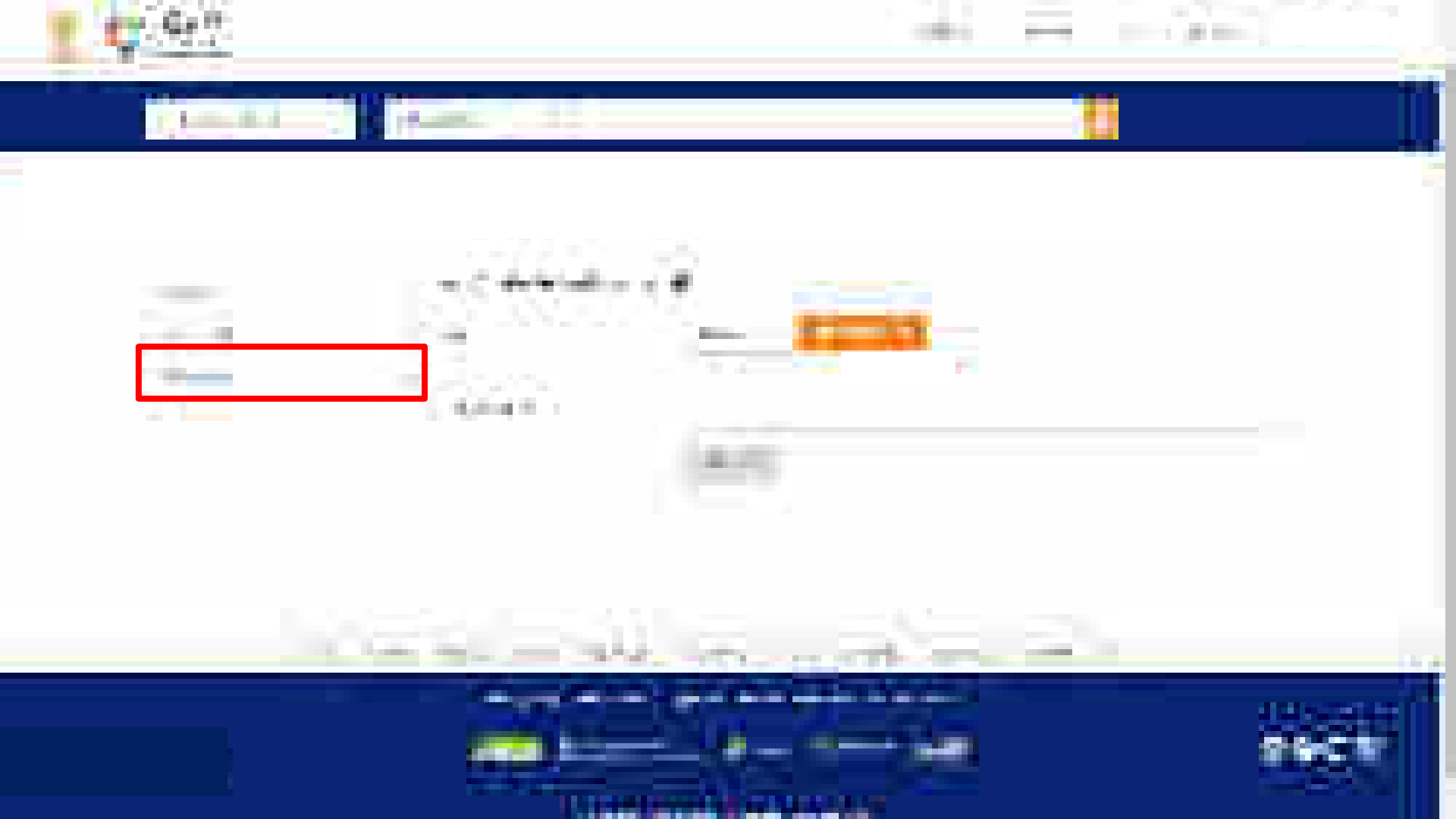


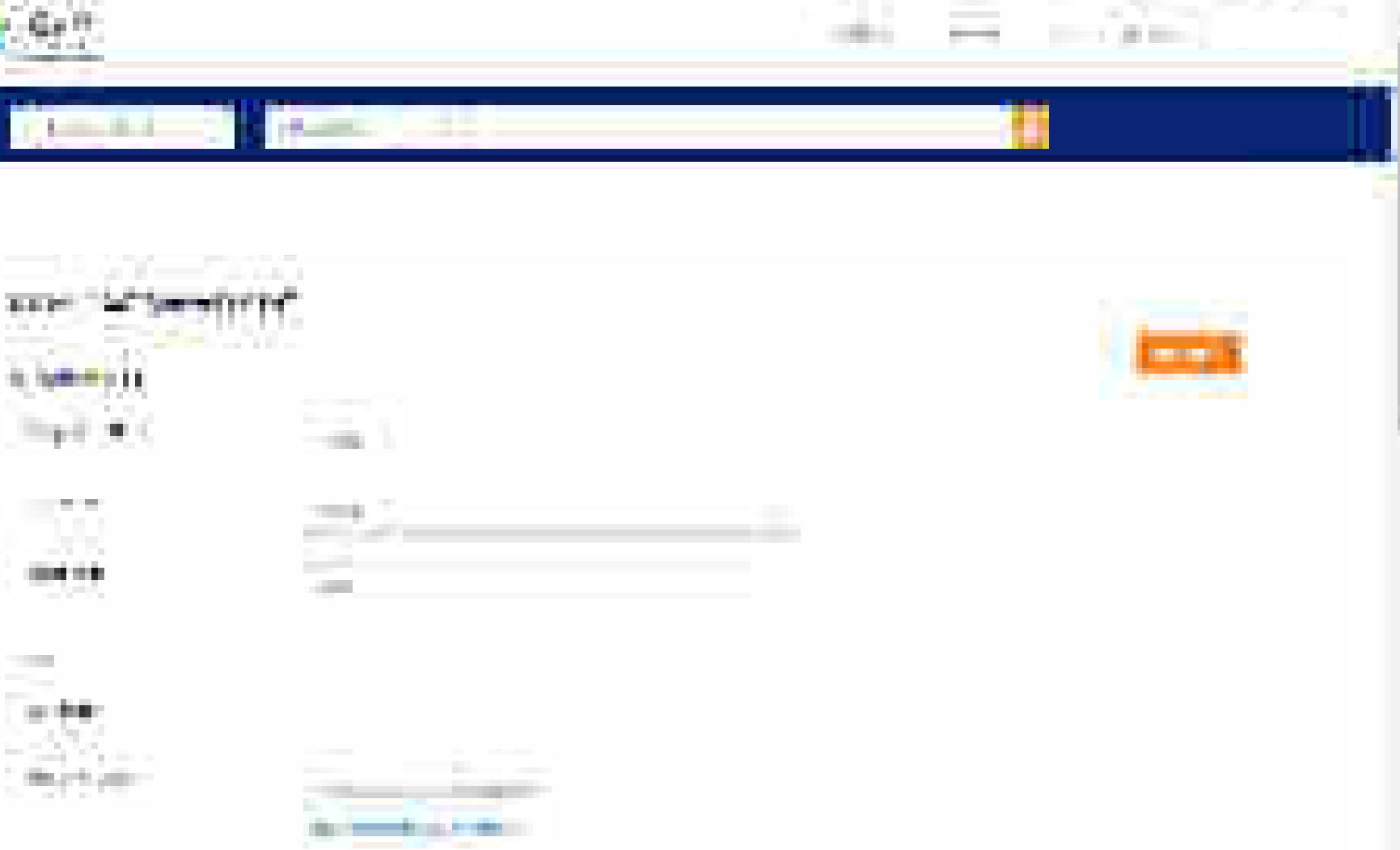


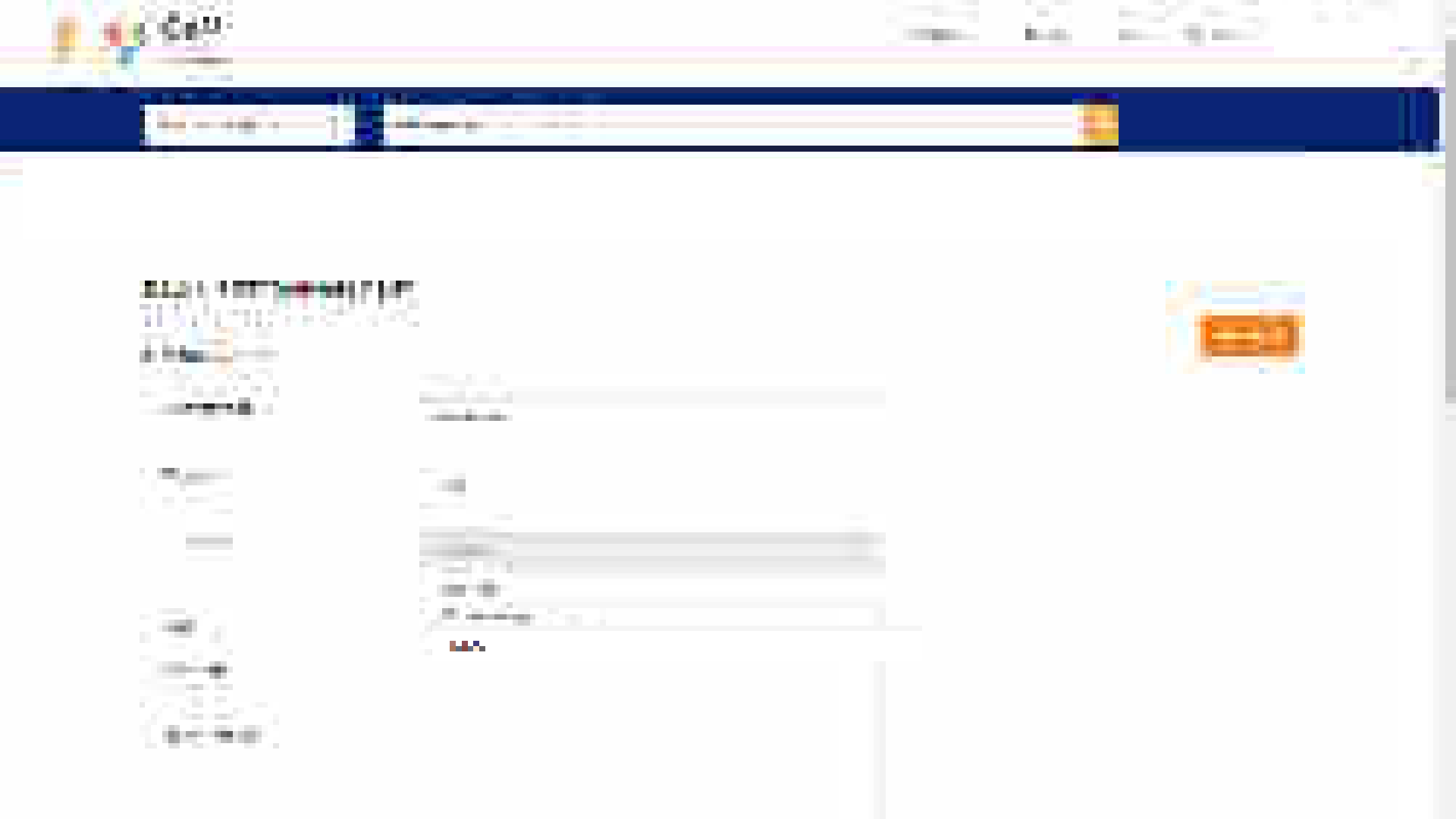


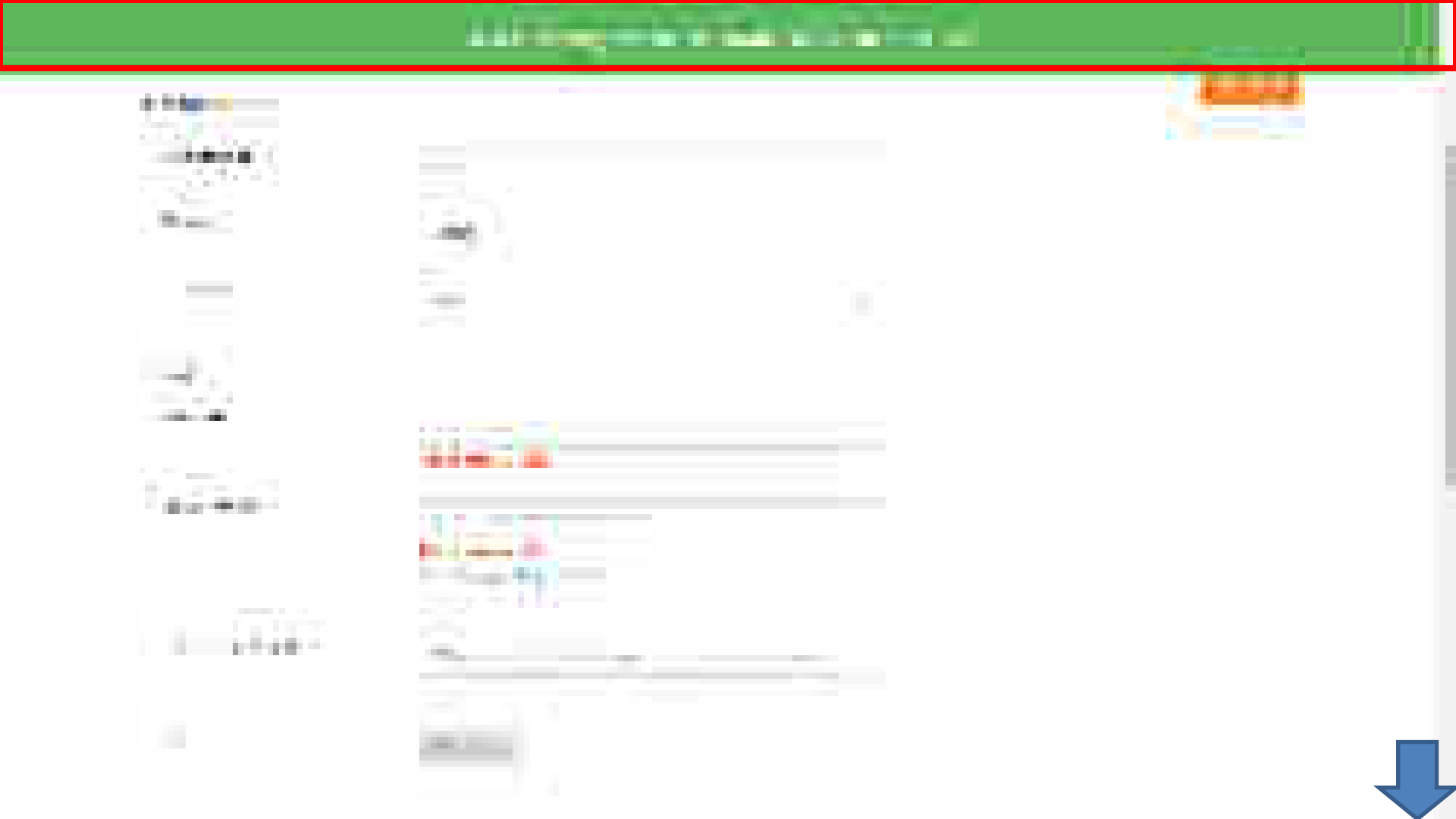


Note: Primary user can create as many divisions as required

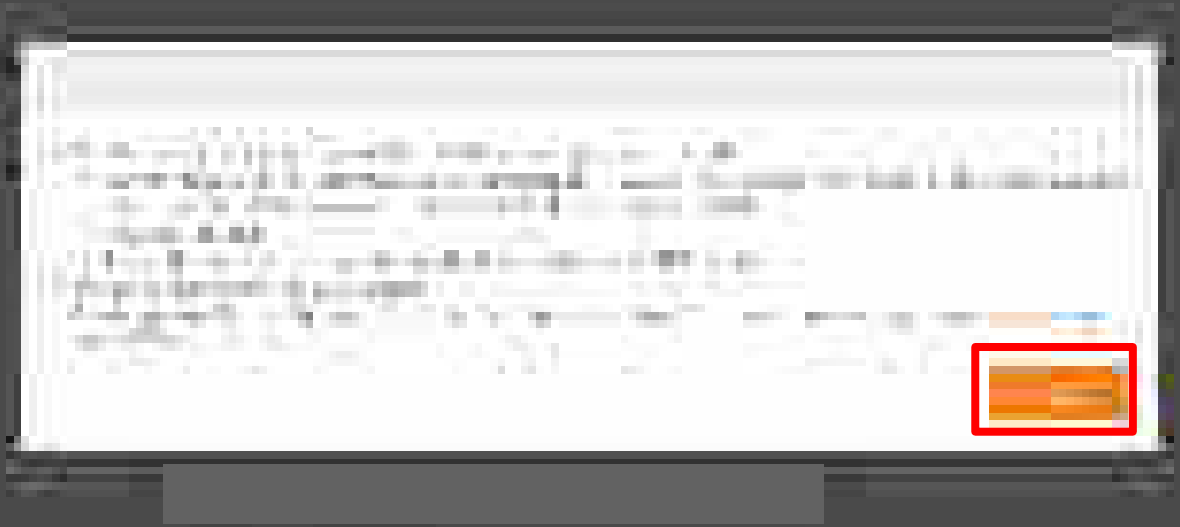


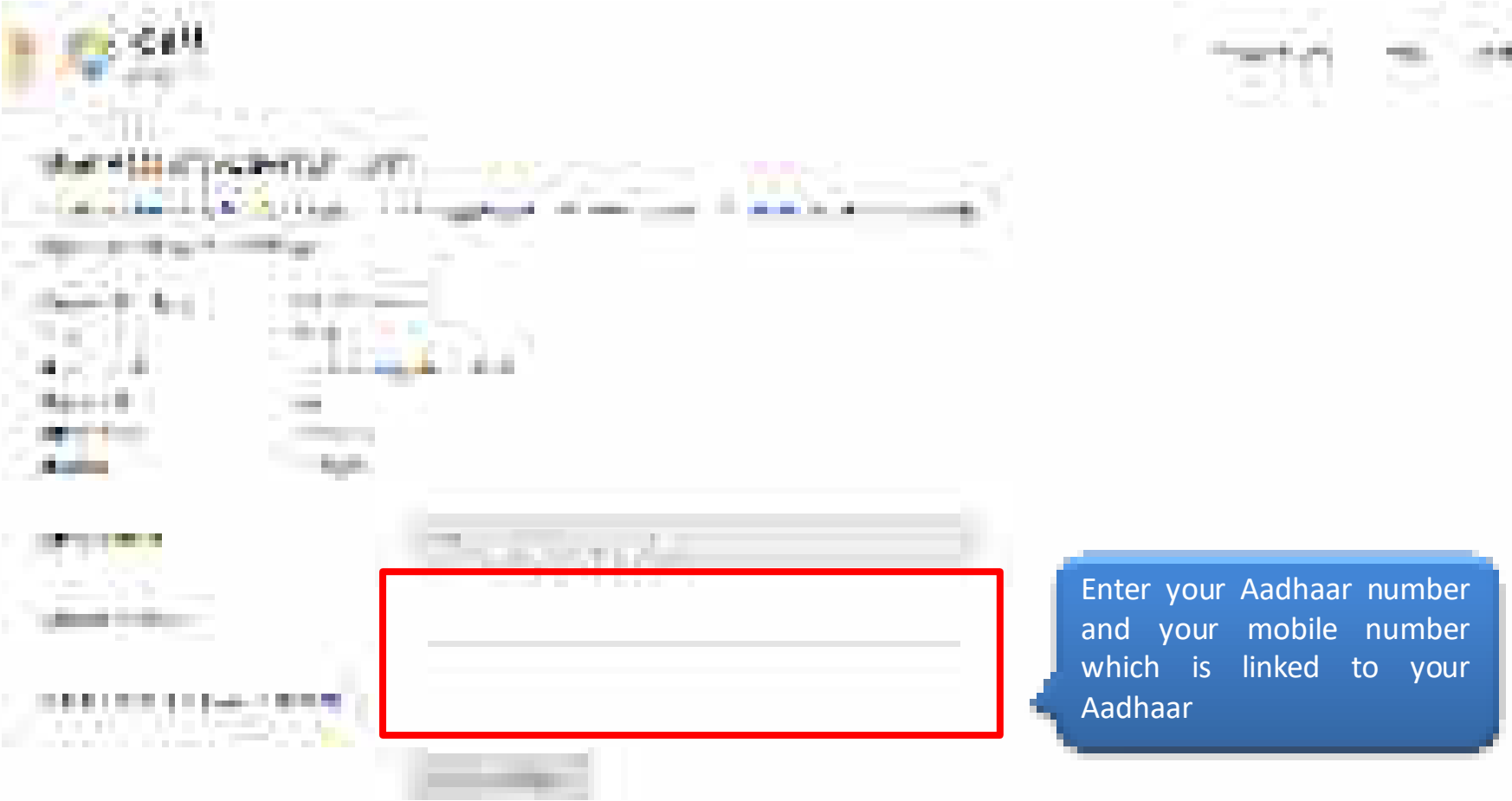


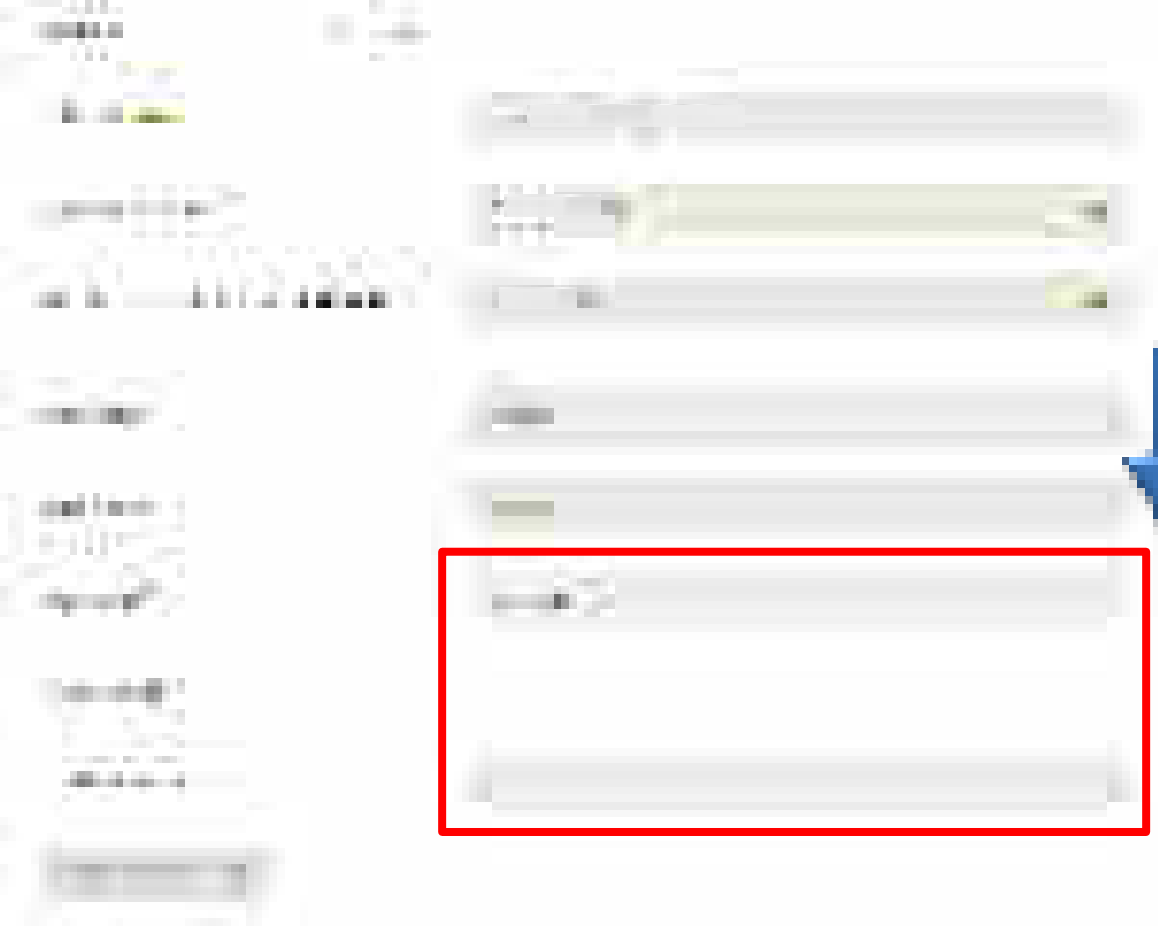




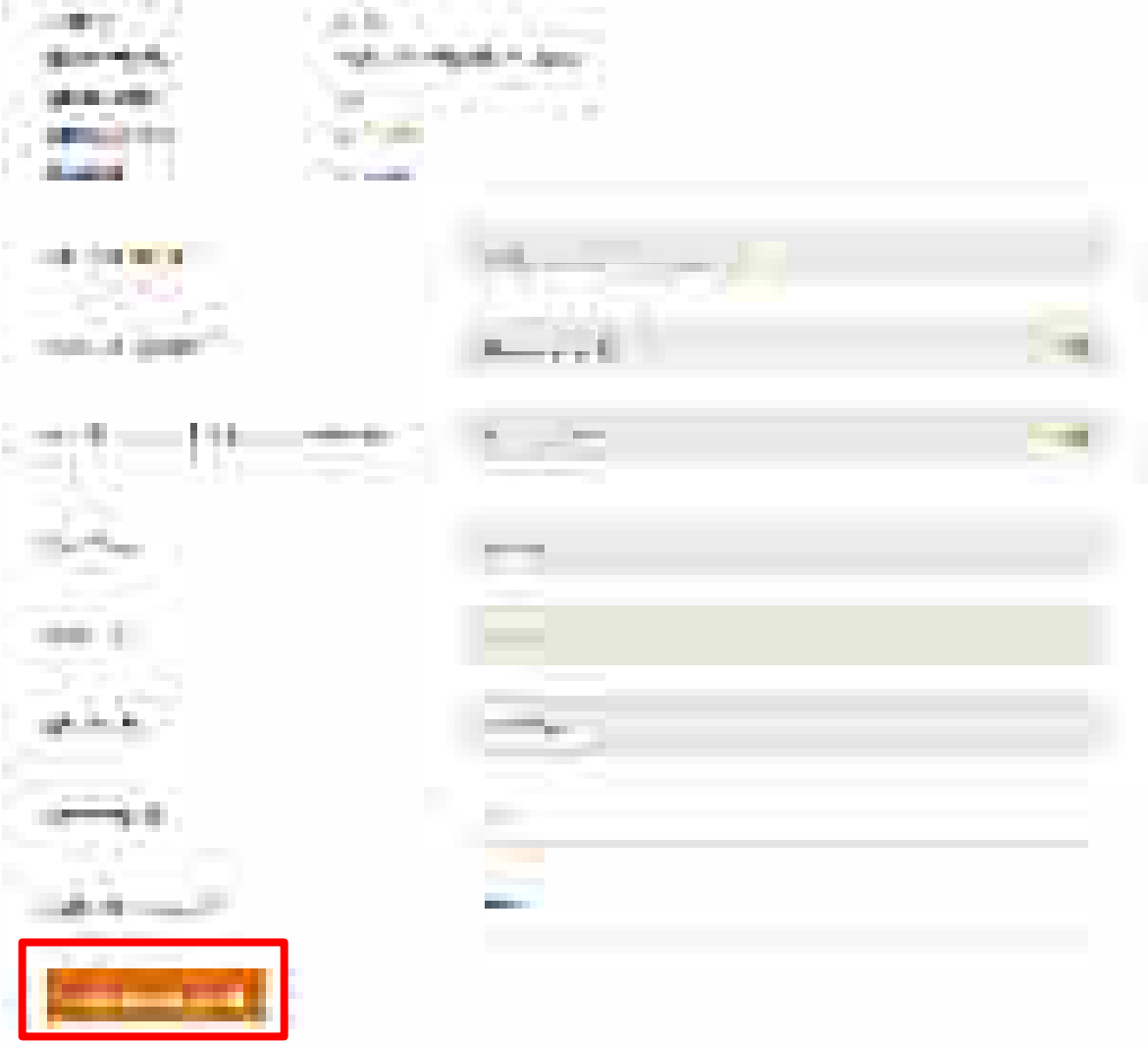
Activation Email

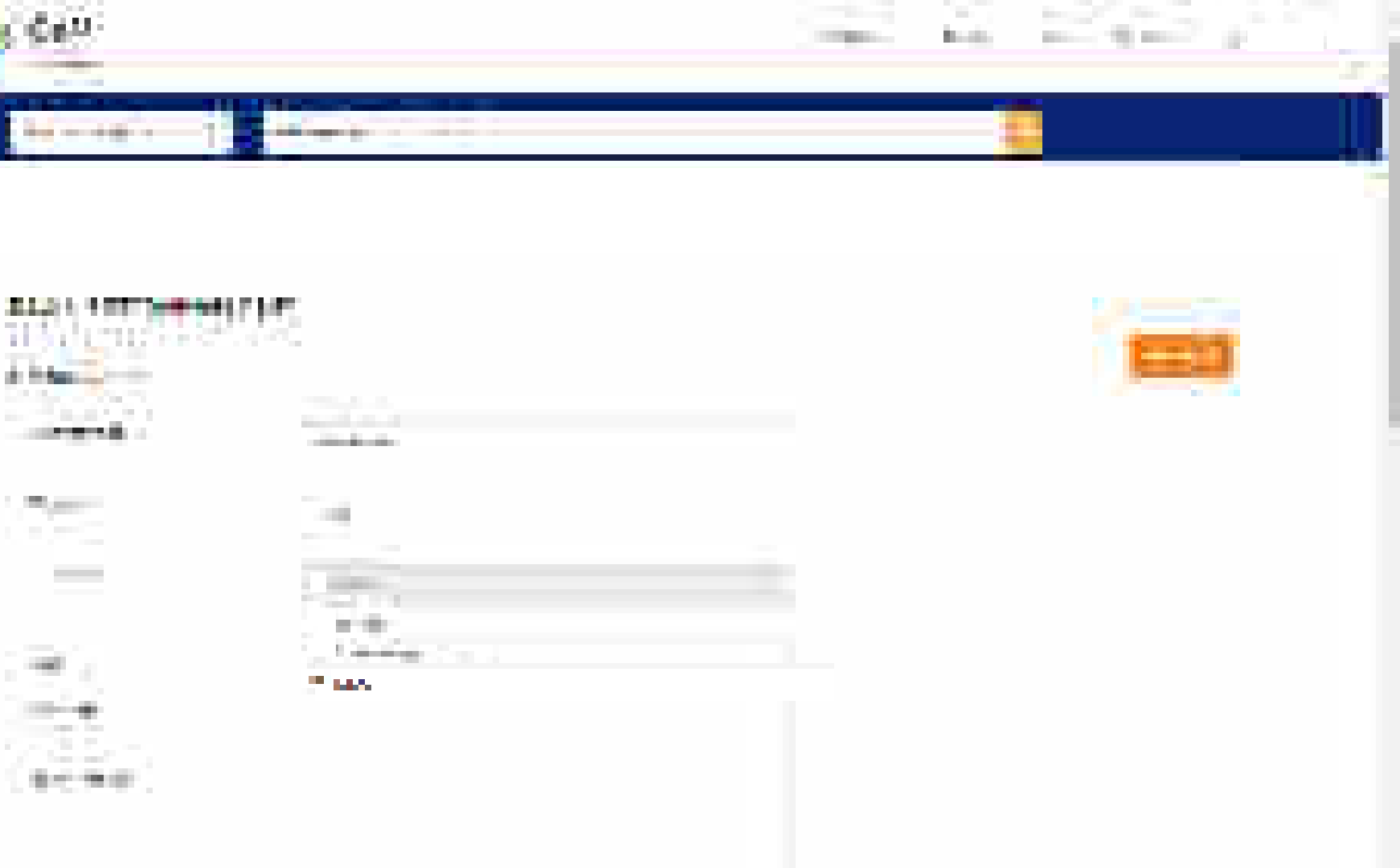



Enter your Aadhaar number and your mobile number which is linked to your Aadhaar



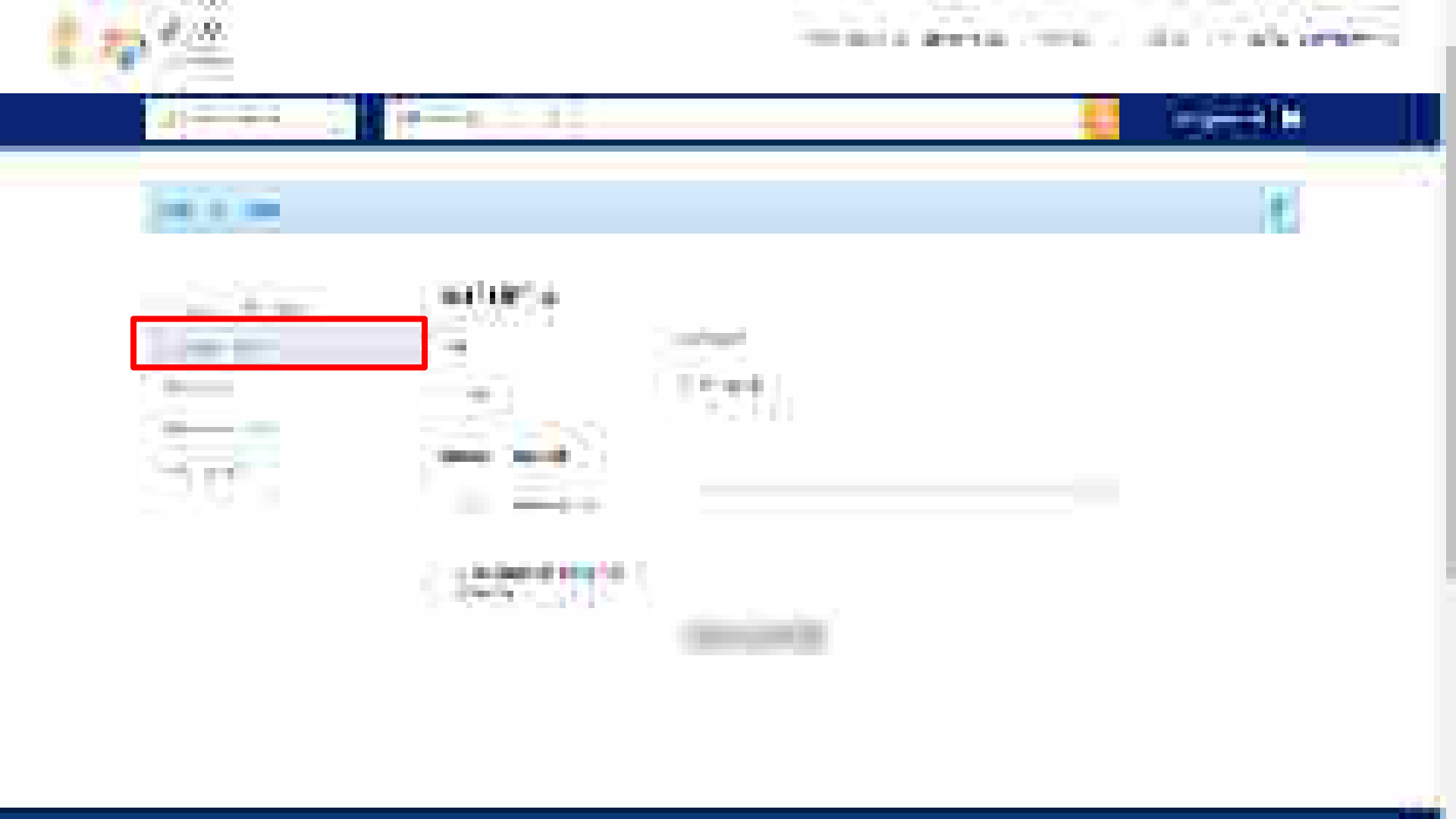
Your Aadhaar number has now been verified successfully. You will notice that your First and Last name has been fetched successfully from Aadhaar server

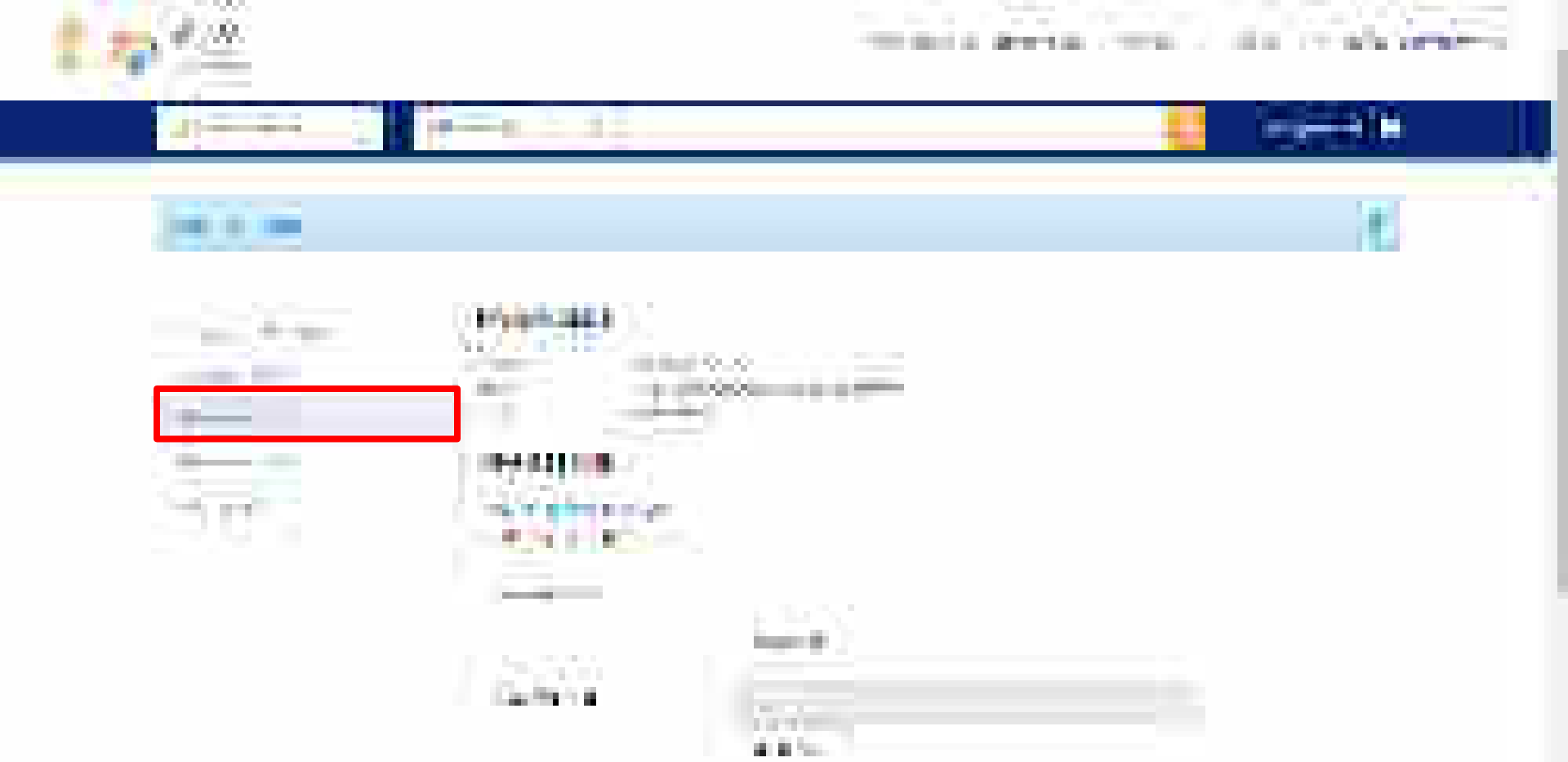


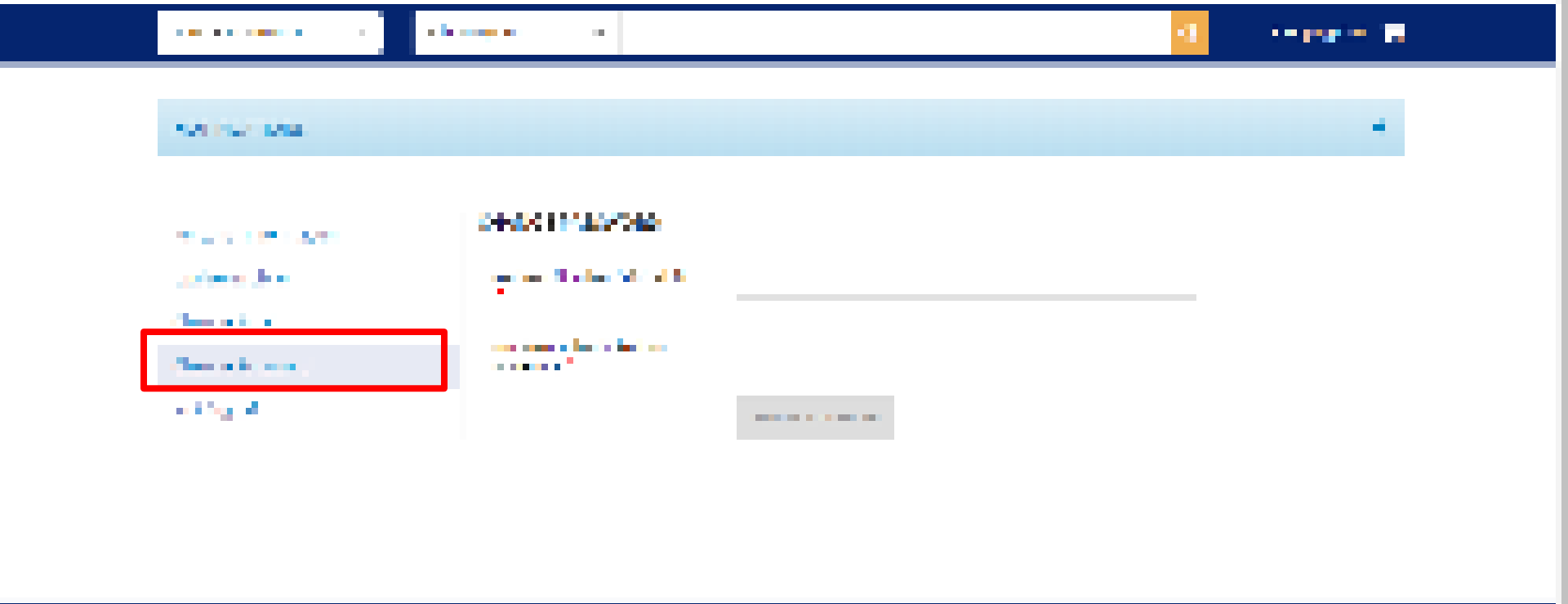


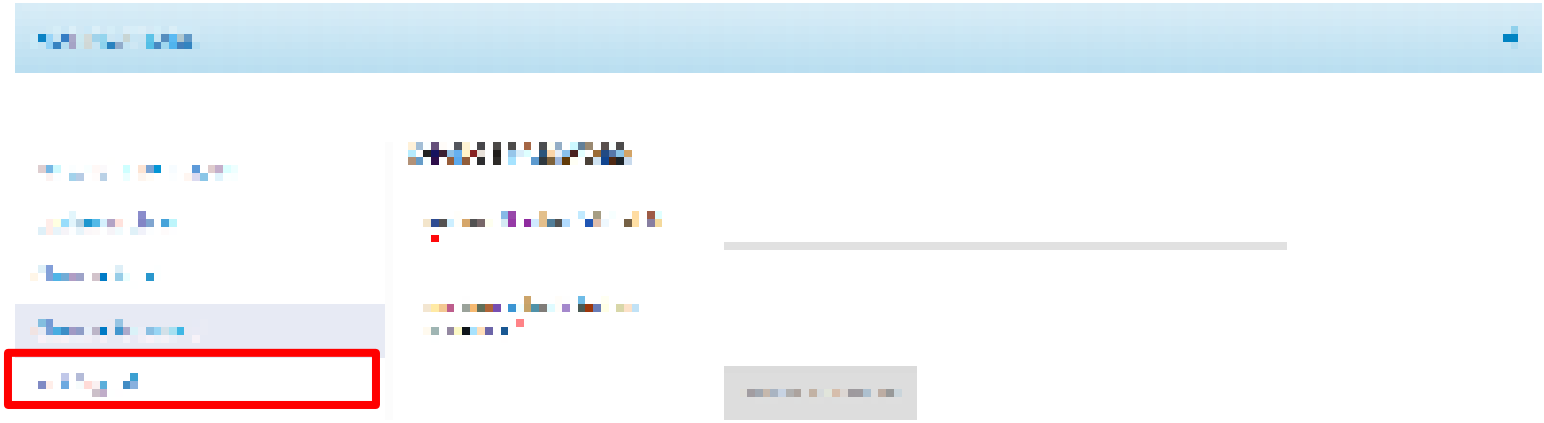
Overview of Dashboard– Buyer

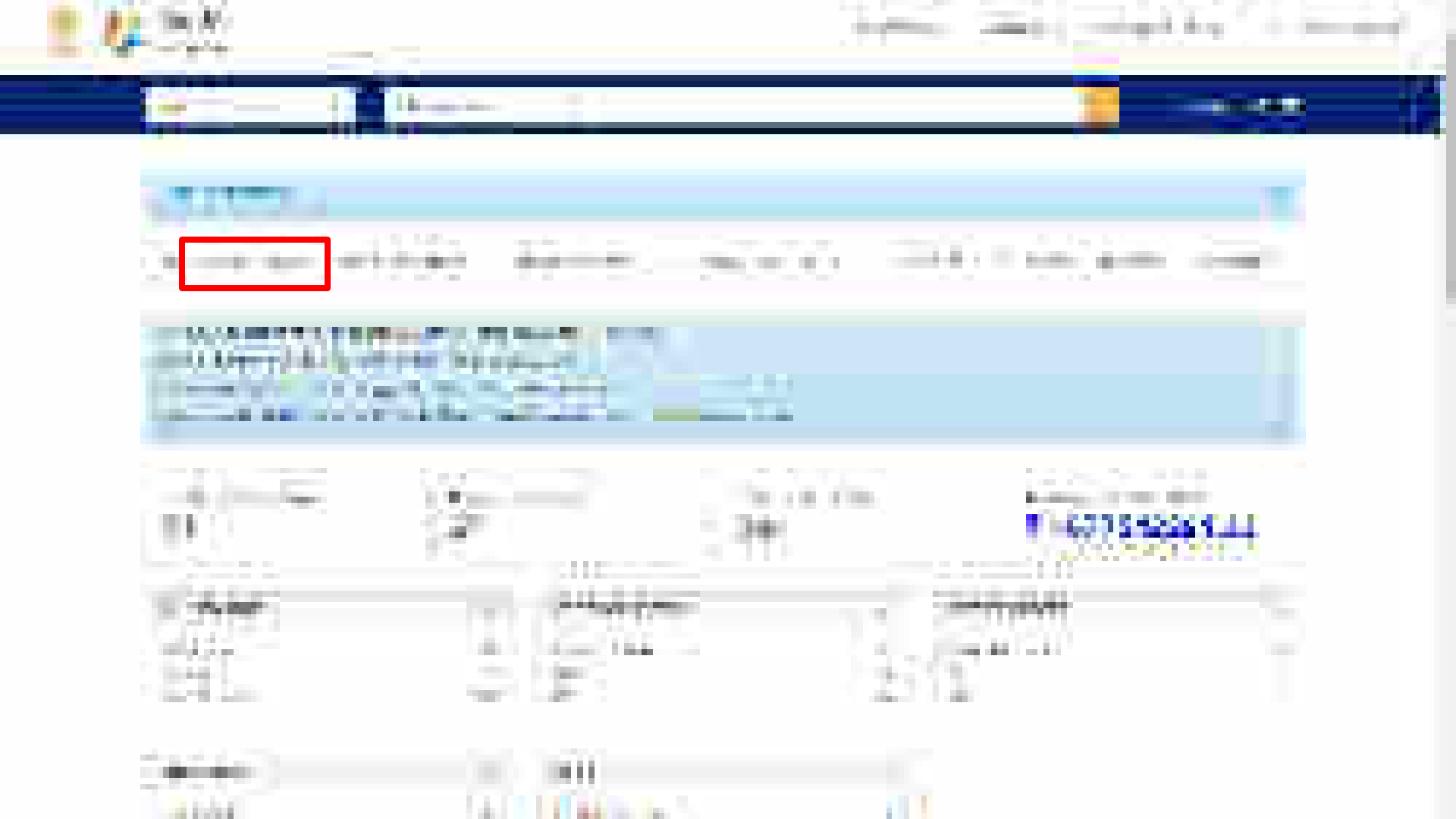
Open www.gem.gov.in

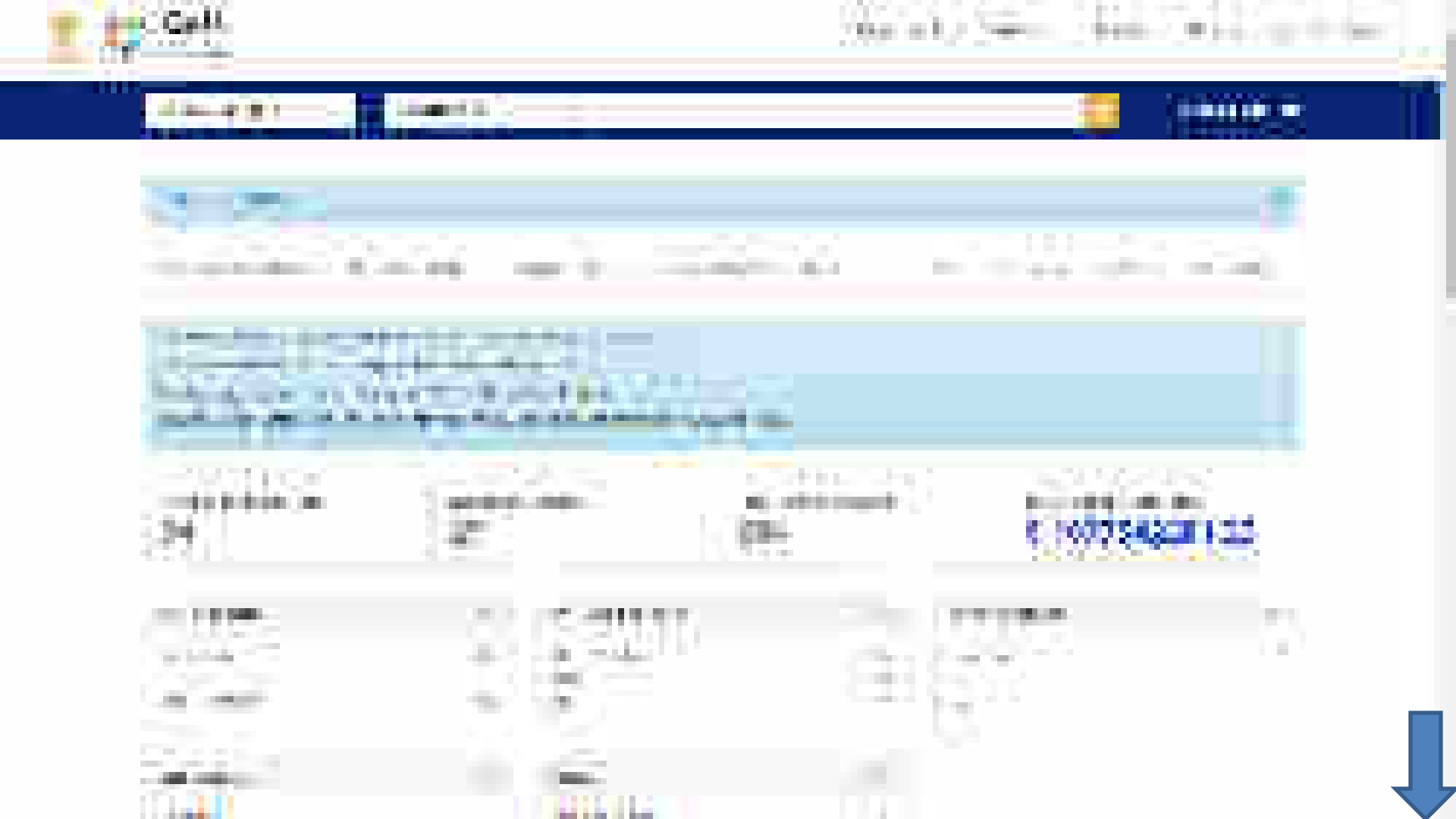










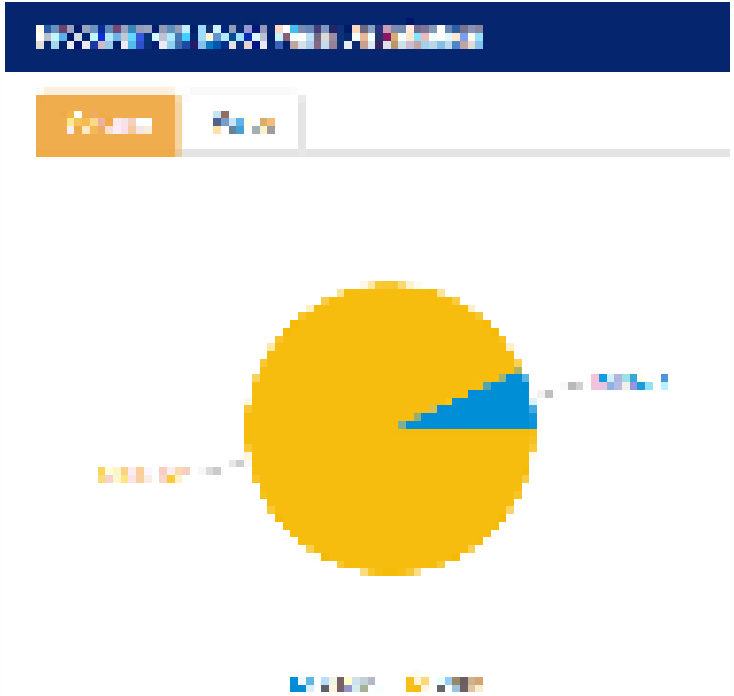


Spend Analysis – Monthly Volume & Value Trends

The Monthly Volume and Value trends would plot the Month wise Order Value and order Volume of a Buyer. Data for last 12 months would be displayed.

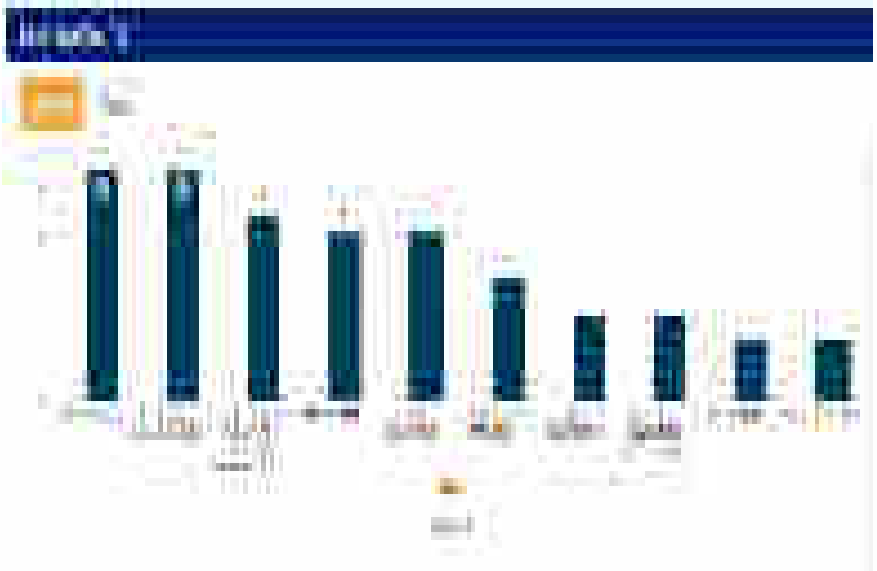
Spend Analysis – Procurement mode wise distribution

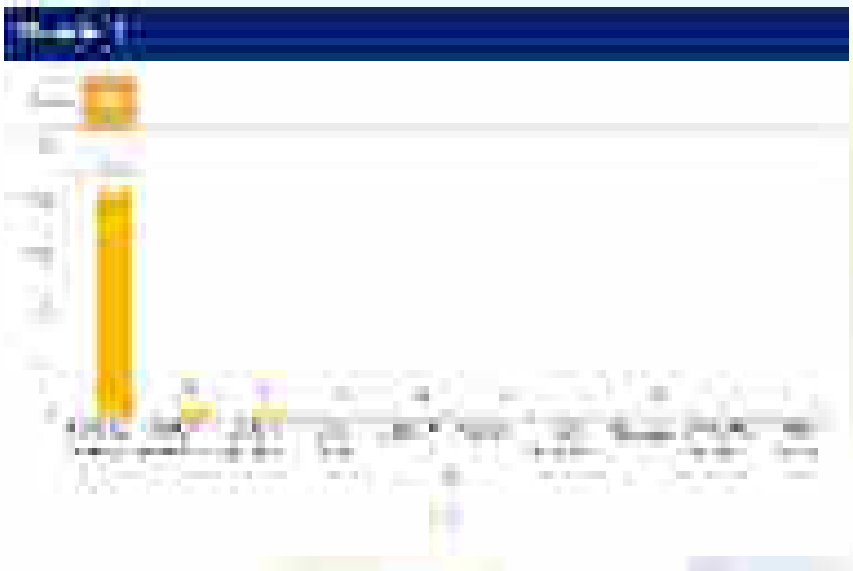
The procurement mode wise distribution would display the breakup of Order volume and Order Value between Direct Purchase and Bid/RA Orders.



Spend Analysis – Seller wise Order display

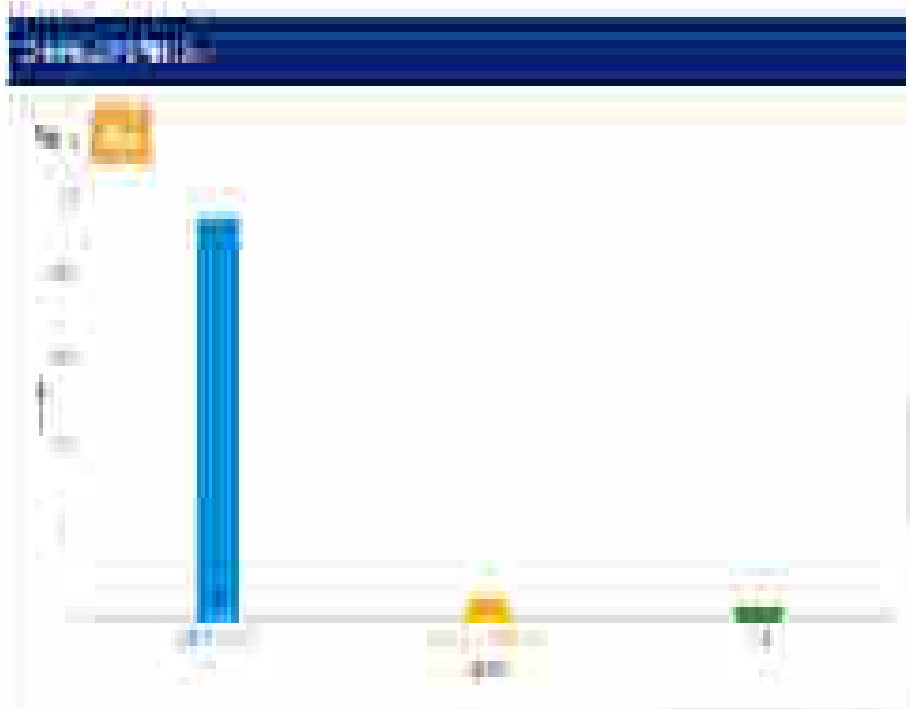
The Seller wise would display the top 10 sellers in terms of order value and order volume that have received the buyers orders.





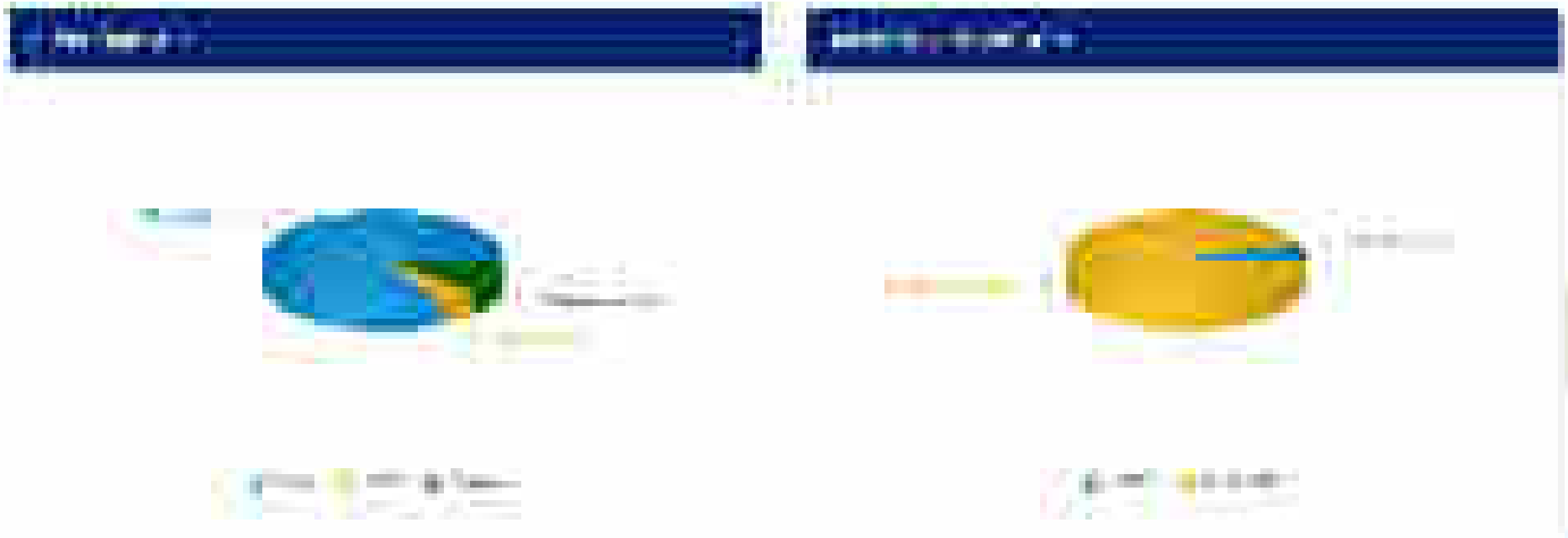
Spend Analysis – Top Consignee Locations

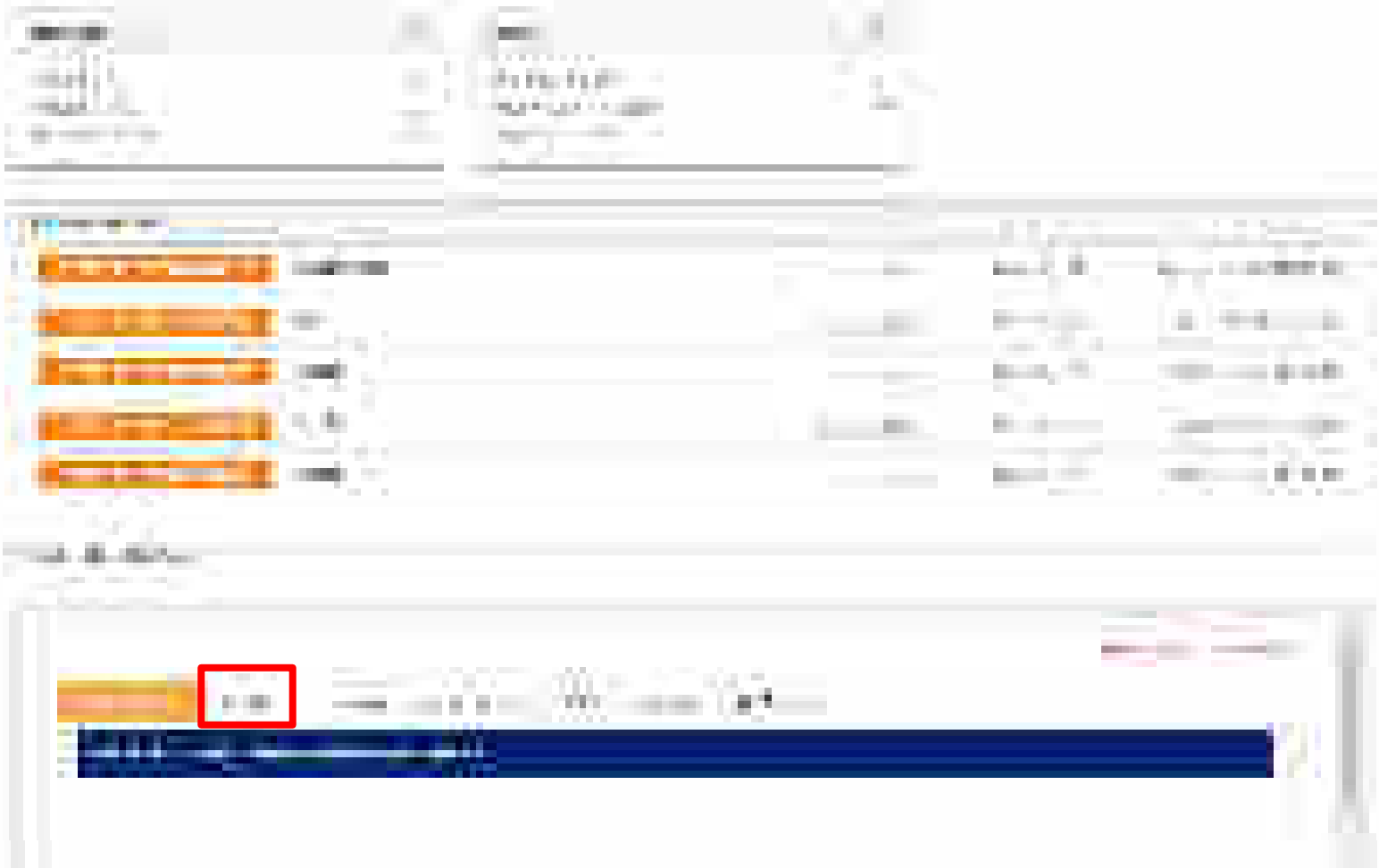
The Top Consignee locations would display the top 5 consignees in terms of Order Value and Order Volume



Spend Analysis – Seller Type

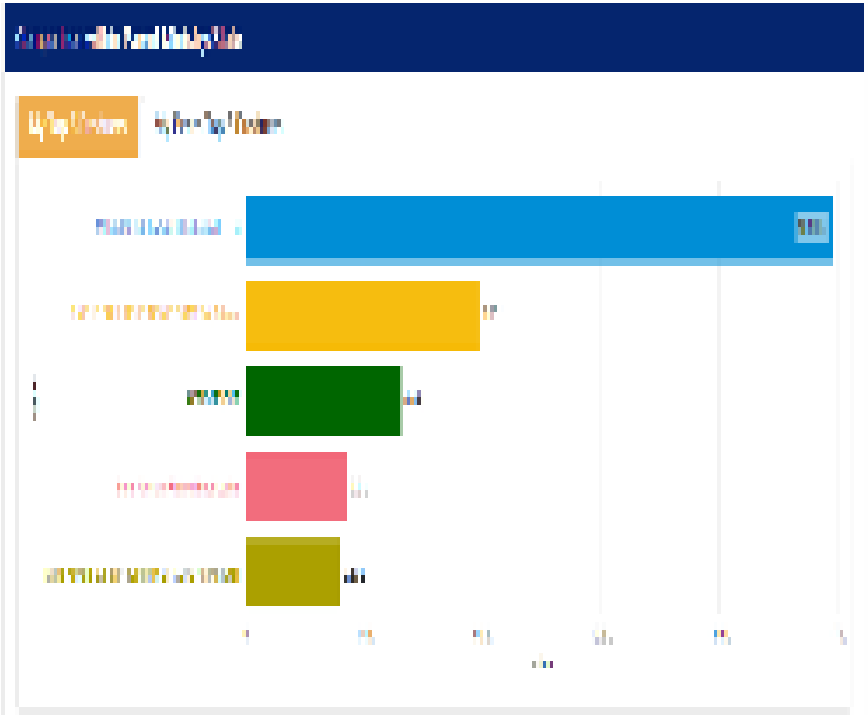
The Seller Type would display the breakup of Sellers based on the orders received. The Breakup would include OEM, Reseller, MSME, etc





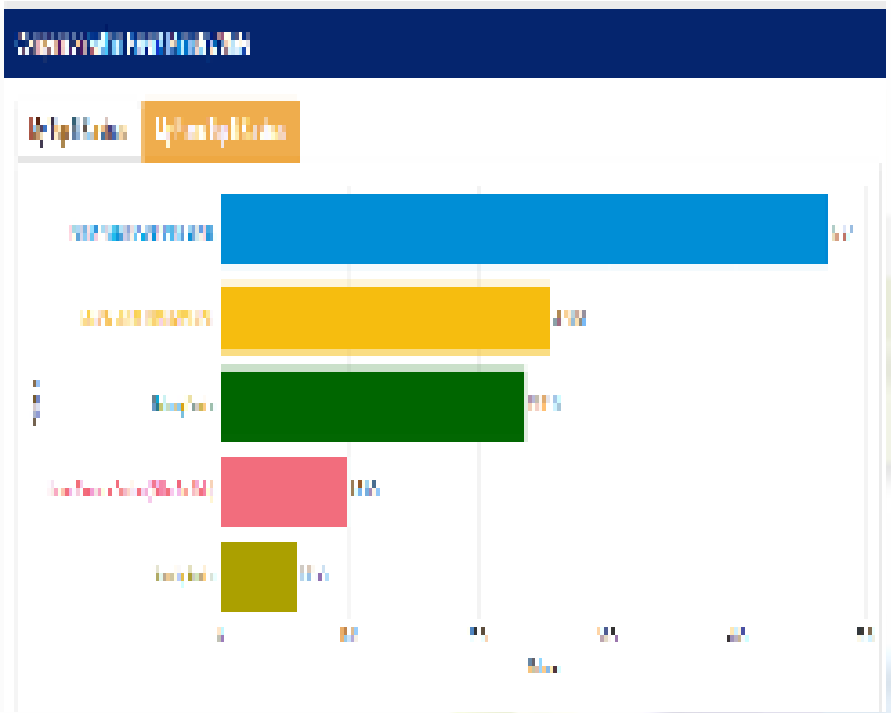
Insights– Comparison with Parent Ministry/State

The Comparison with Parent or ministry would display the comparative analysis of the products purchased by the buyer and those purchased by its peers within the ministry



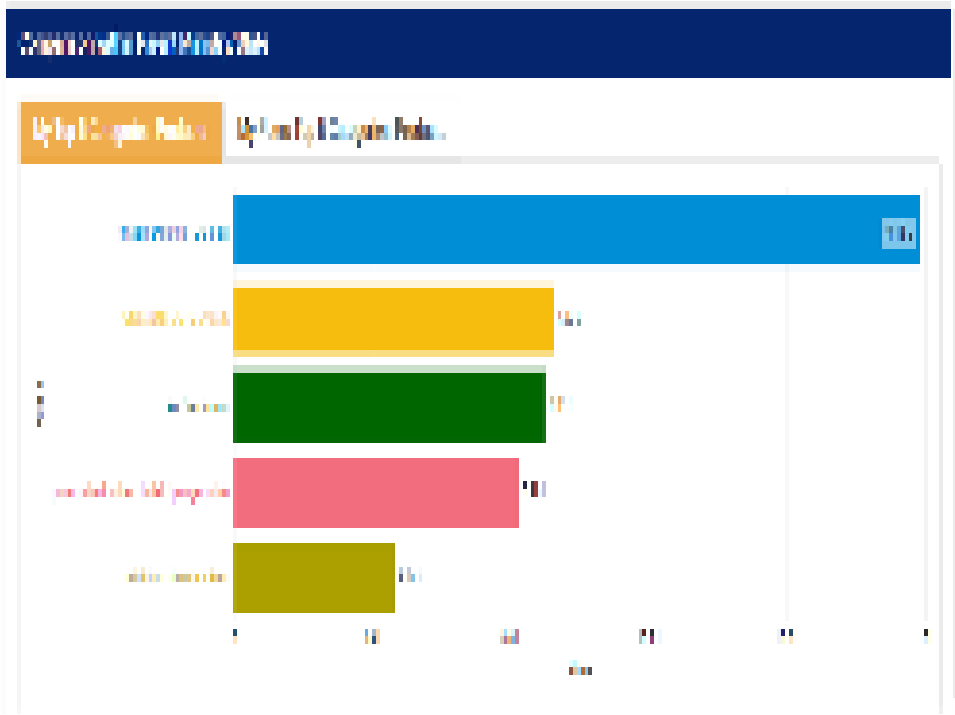
Insights– Comparison with Parent Ministry/State

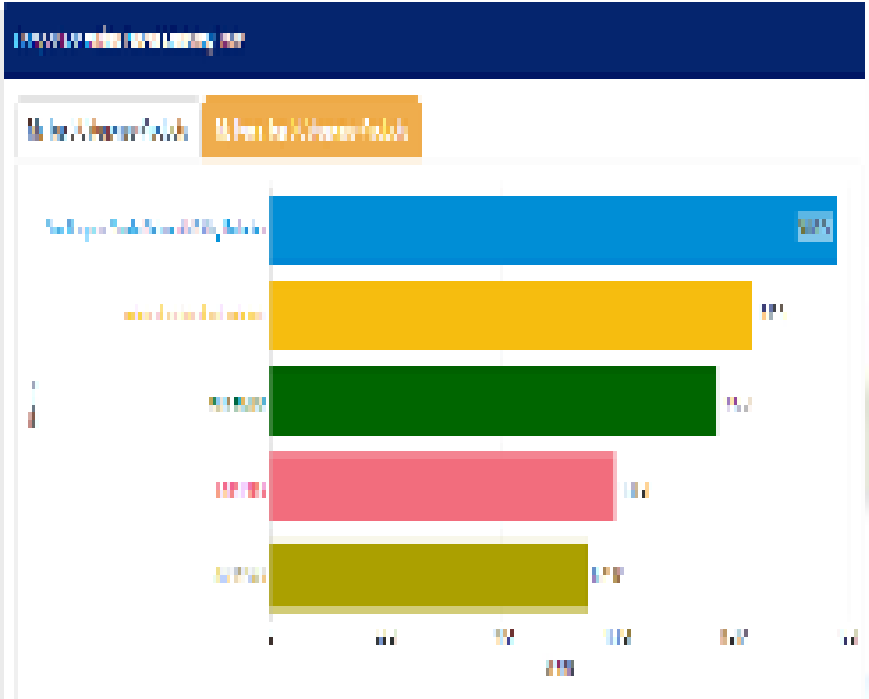
The Comparison with Parent or ministry would display the comparative analysis of the Services purchased by the buyer and those purchased by its peers within the ministry



Insights– Comparison with Parent Ministry/State

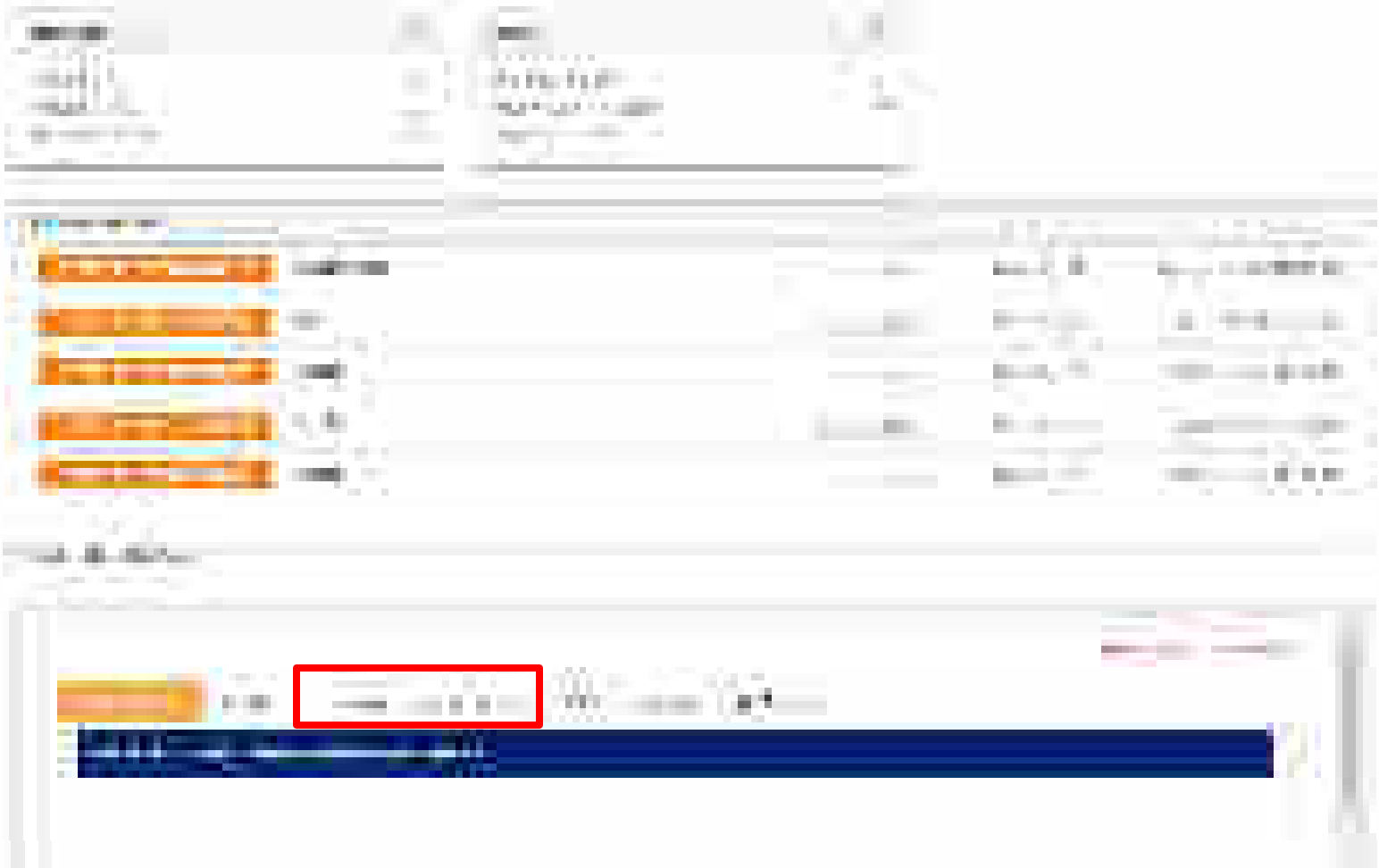
The Comparison with Parent or ministry would display the comparative analysis of the top 5 product categories purchase by the Buyer with that of its peers in the ministry/state.



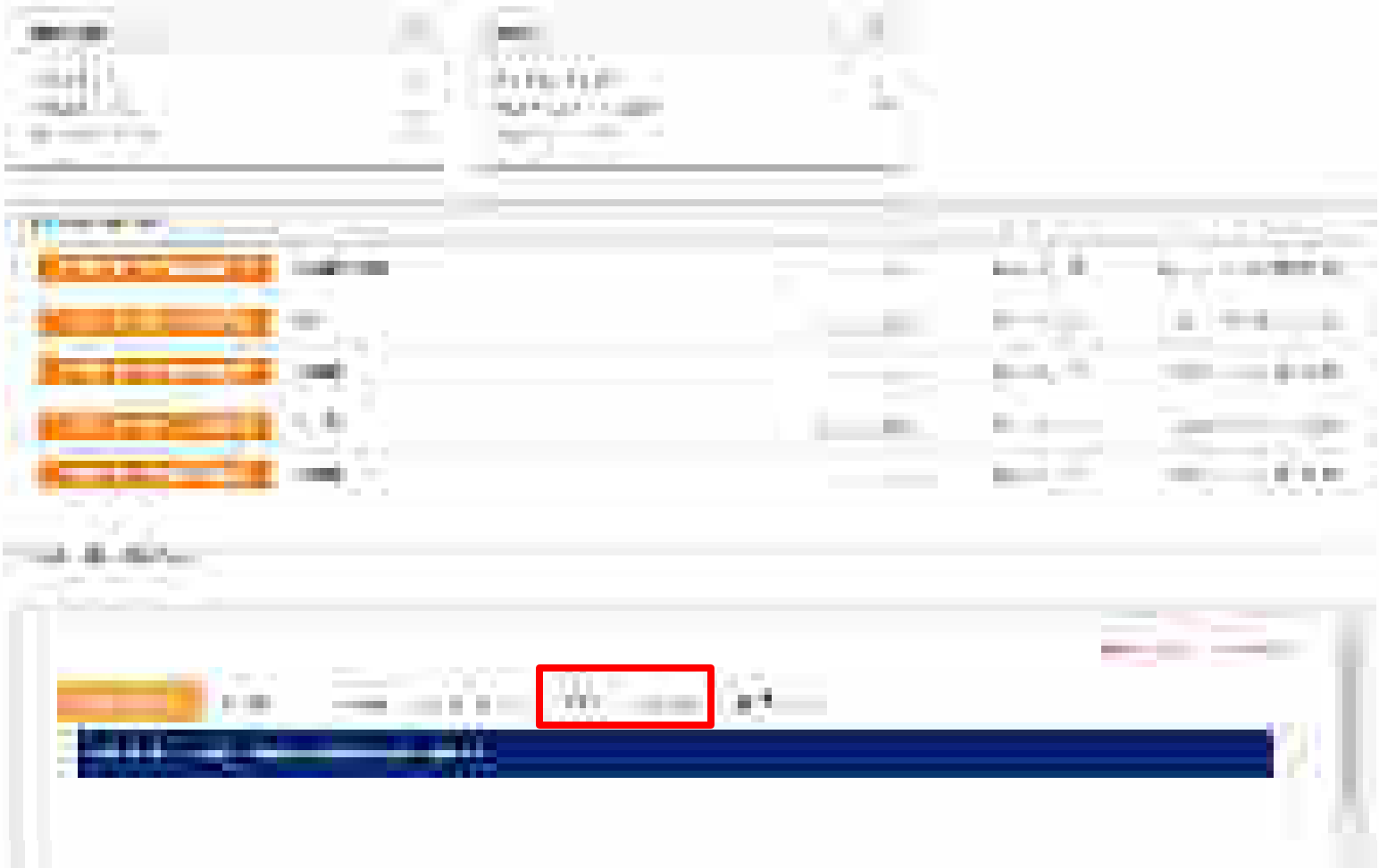


Insights– Comparison with Parent Ministry/State

The Comparison with Parent or ministry would display the comparative analysis of the top 5 service categories purchase by the Buyer with that of its peers in the ministry/state.

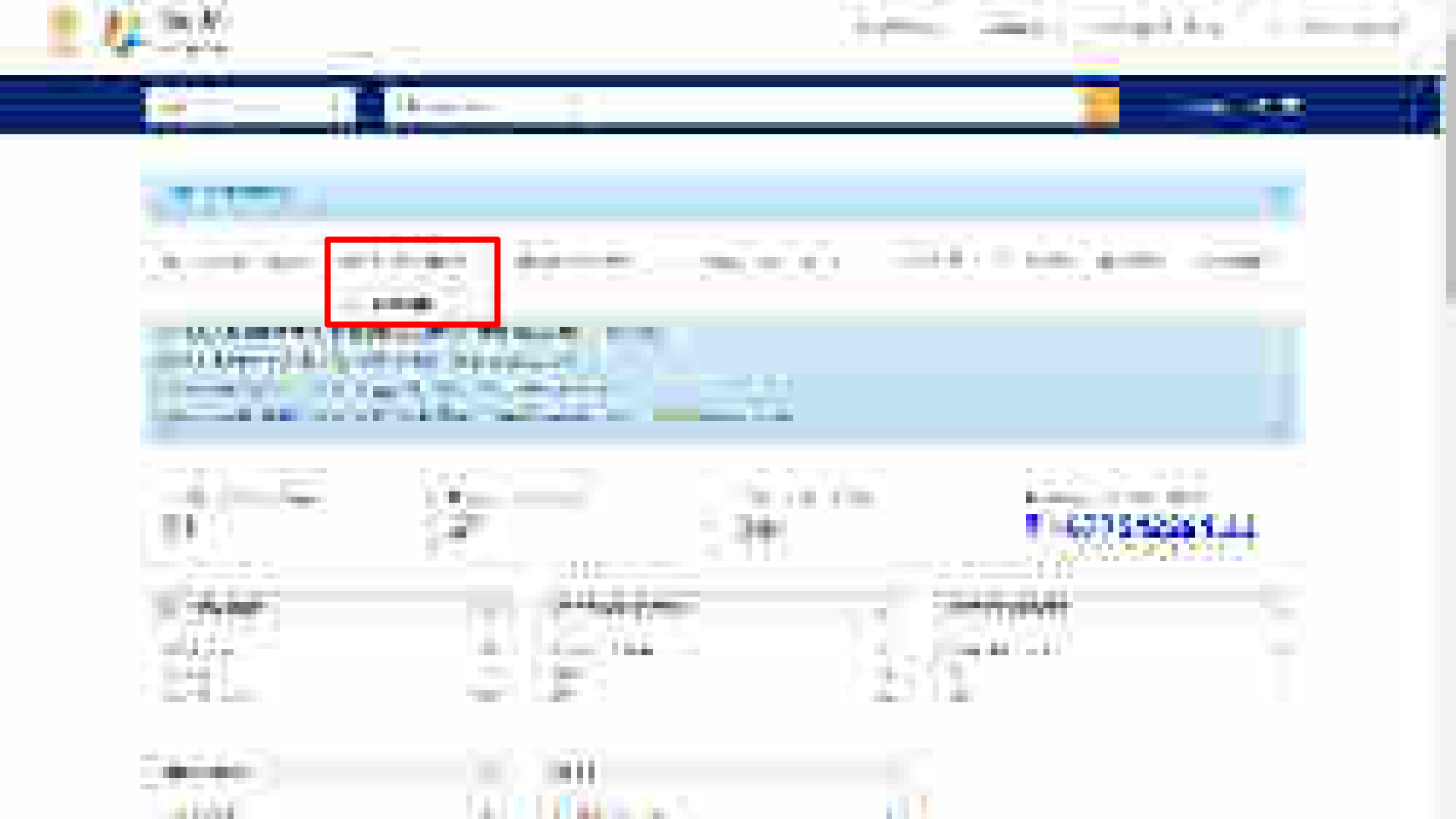


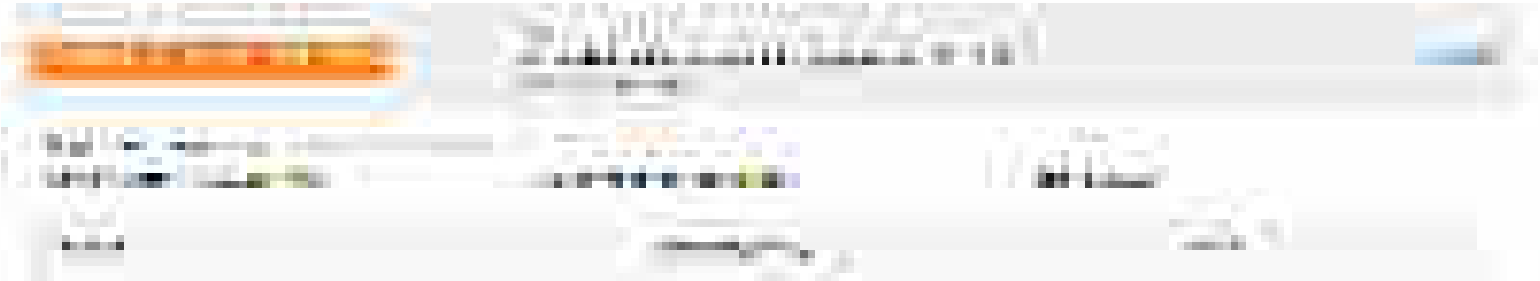
Acceptance and Payment Due

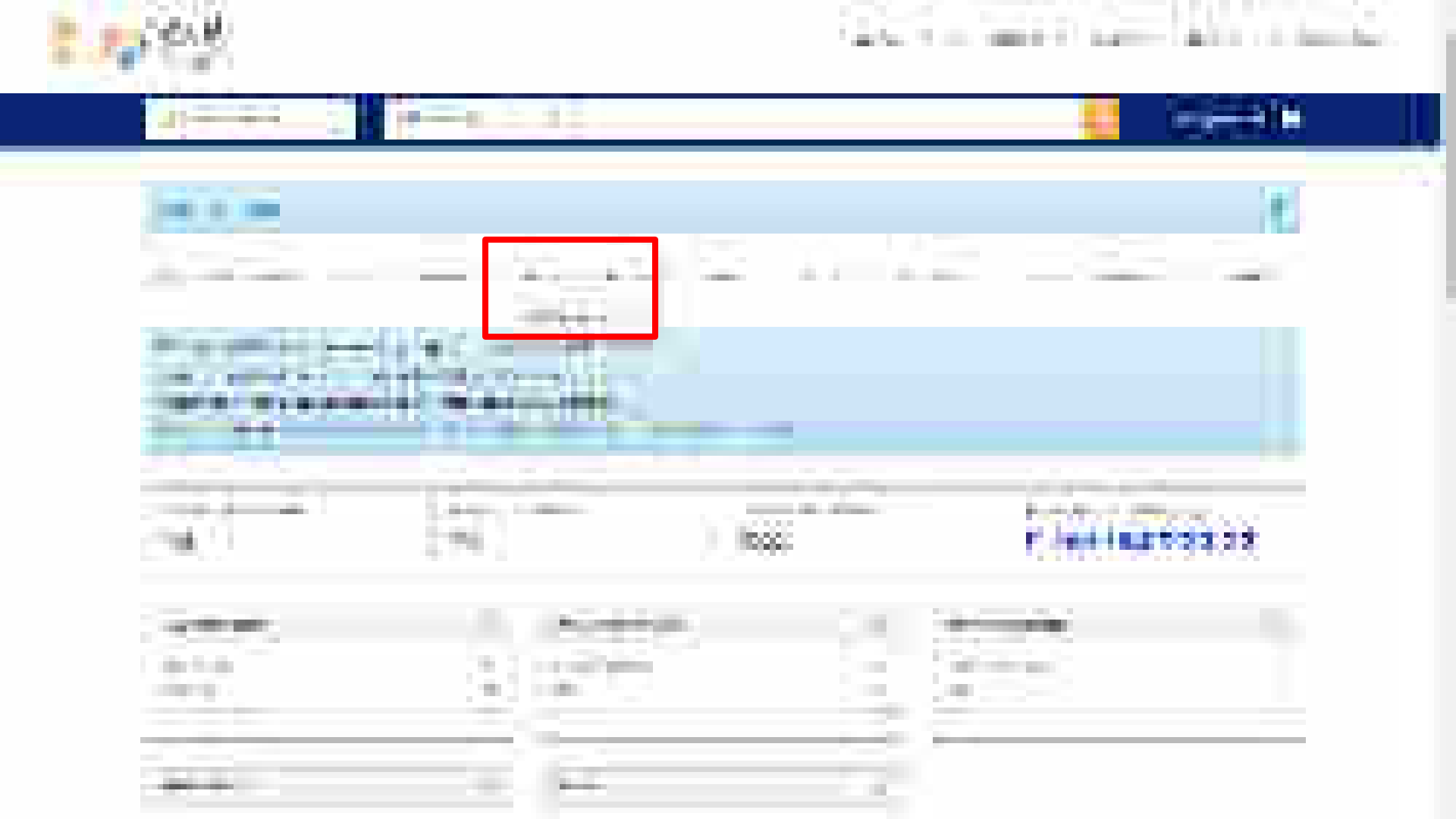


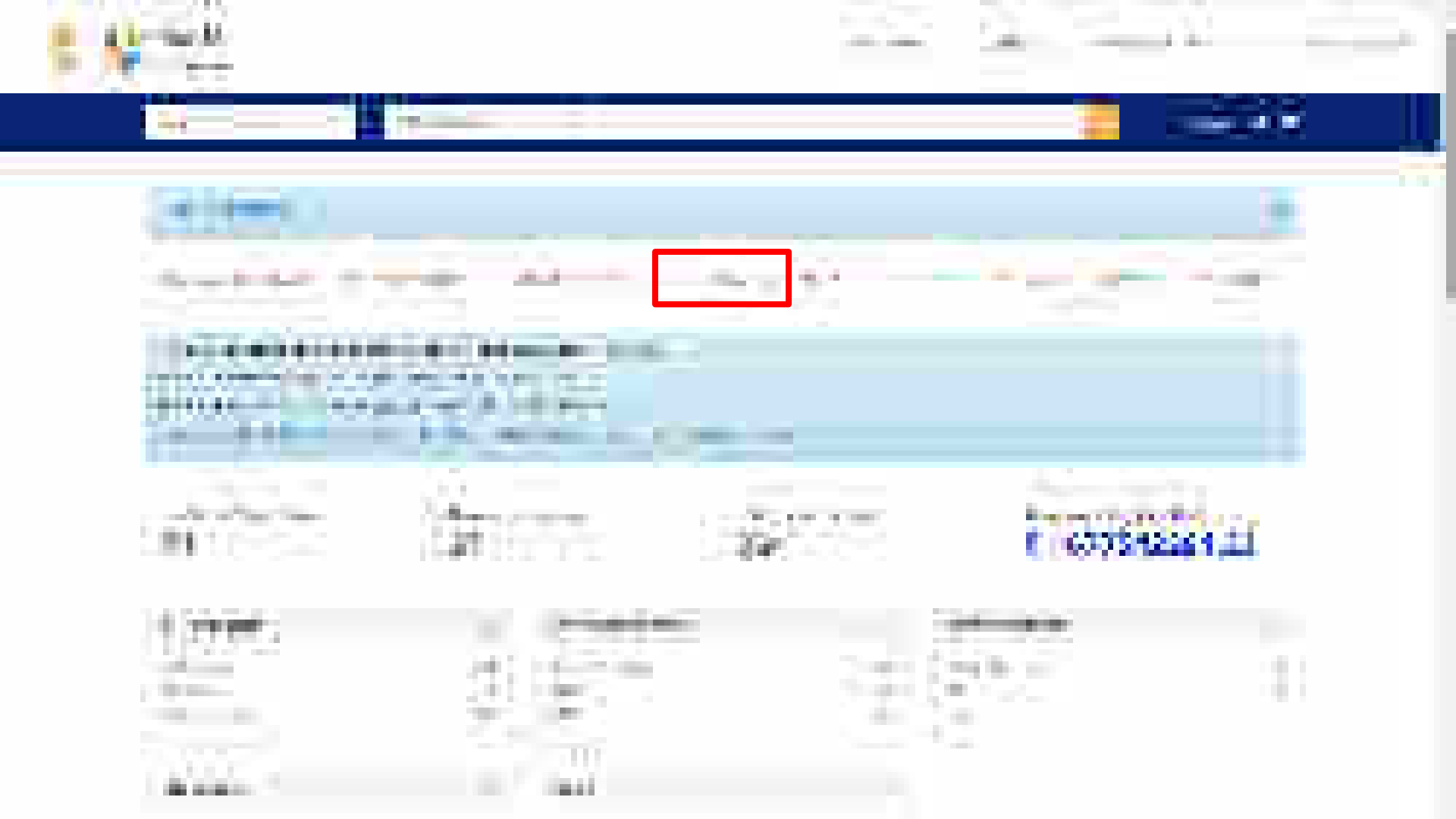
Buyer Rating & Incident Statistics

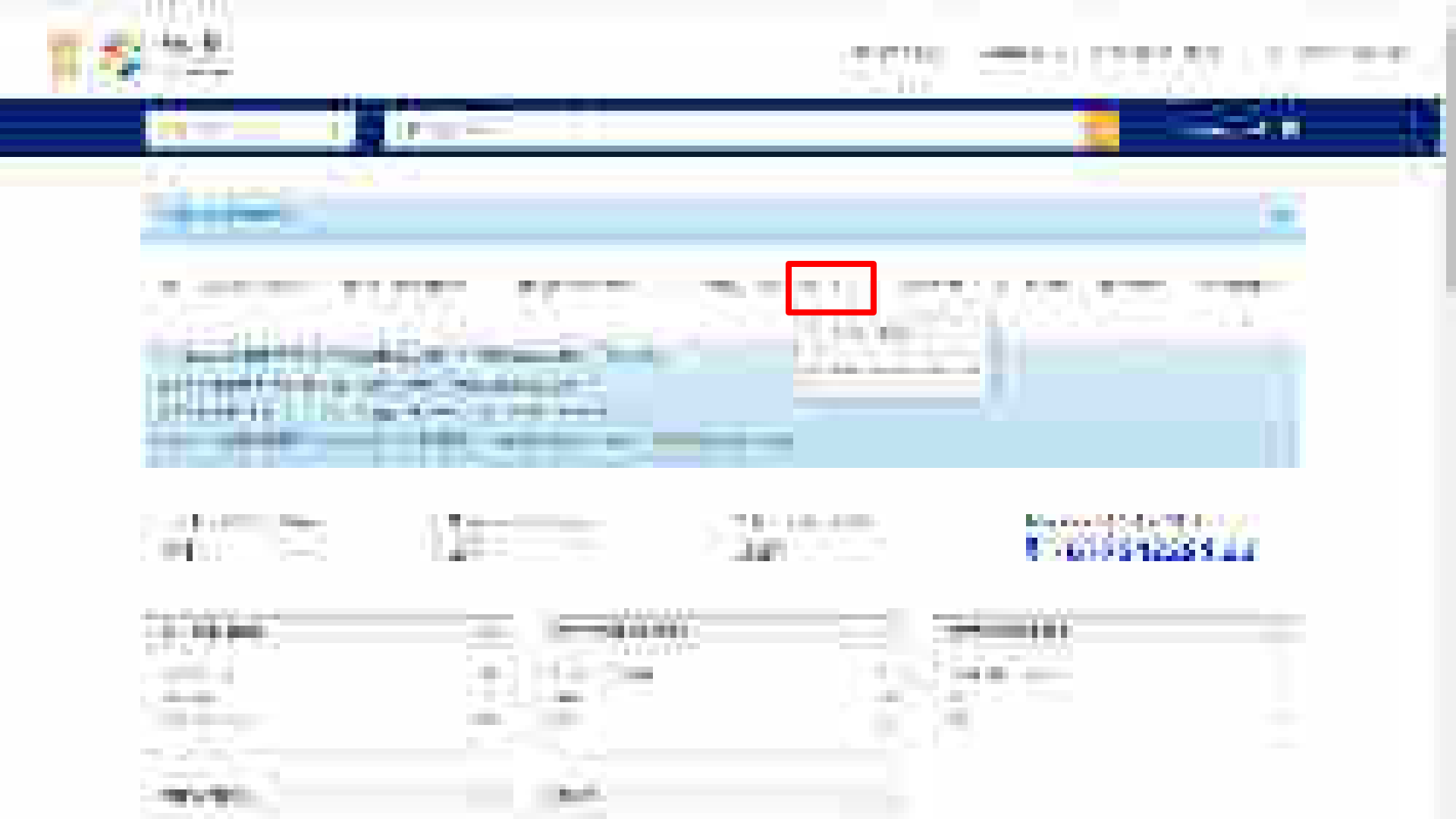
This section would display the rating of the buyer on all four parameters and Incident Statistics

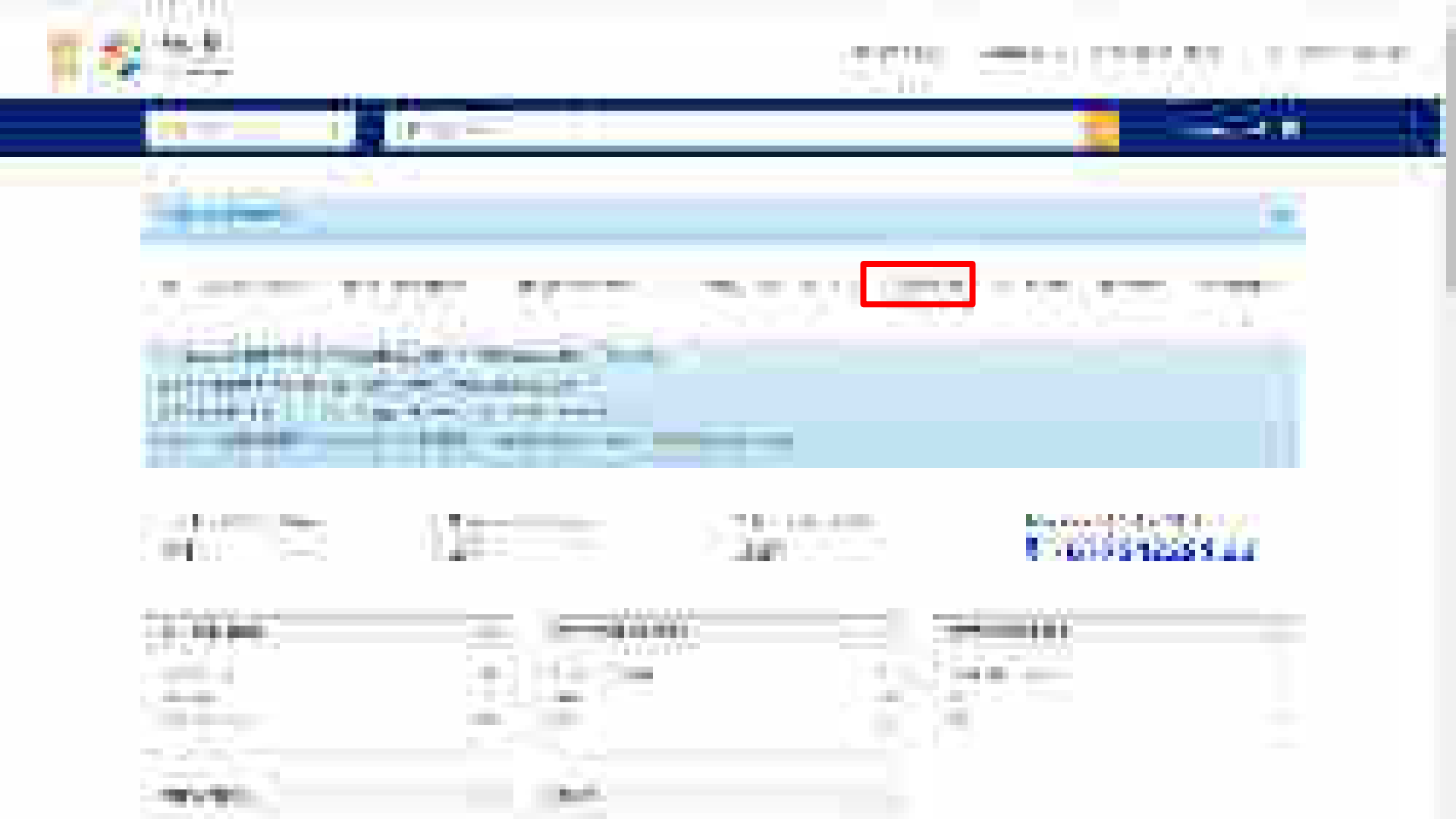


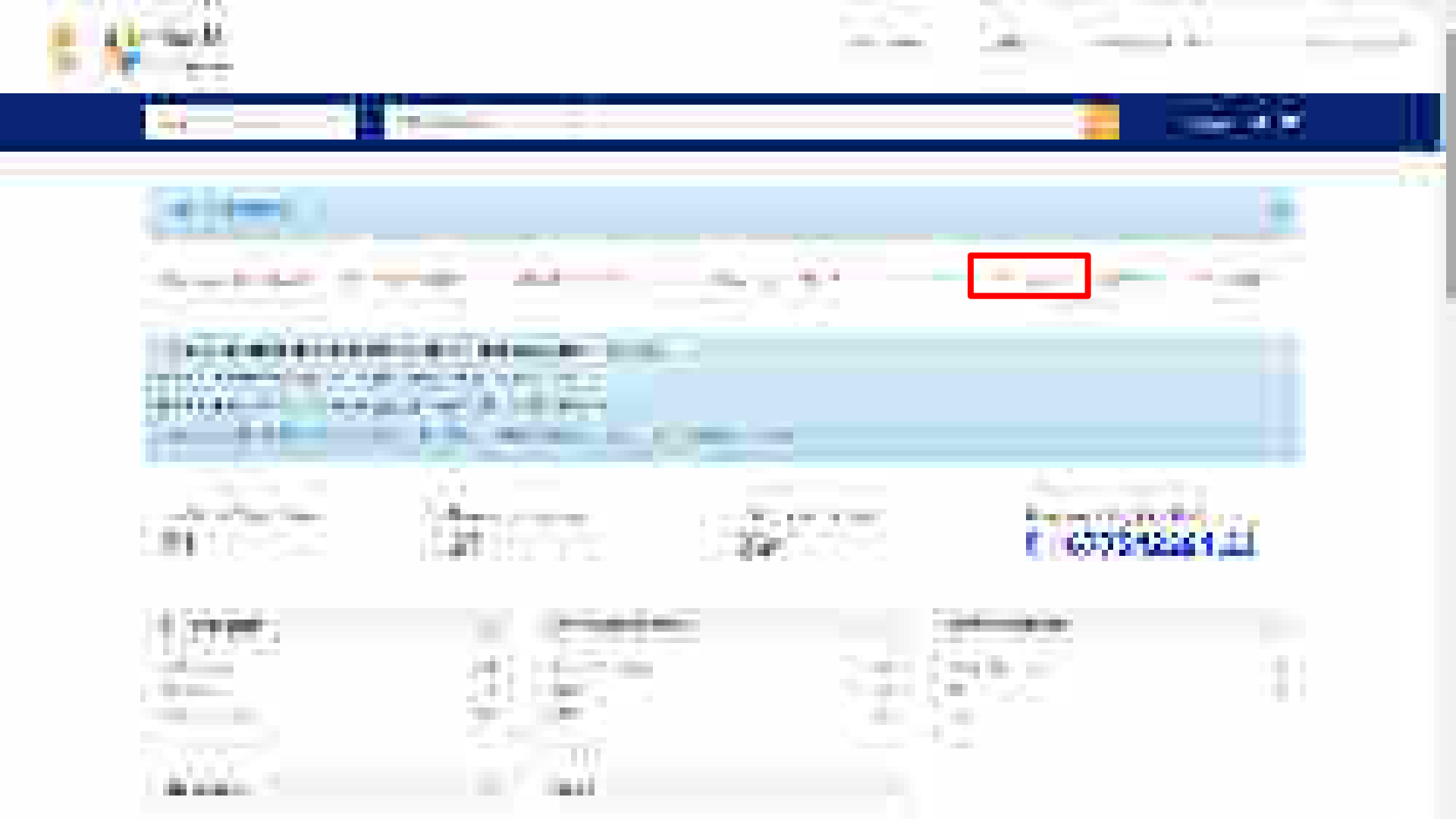


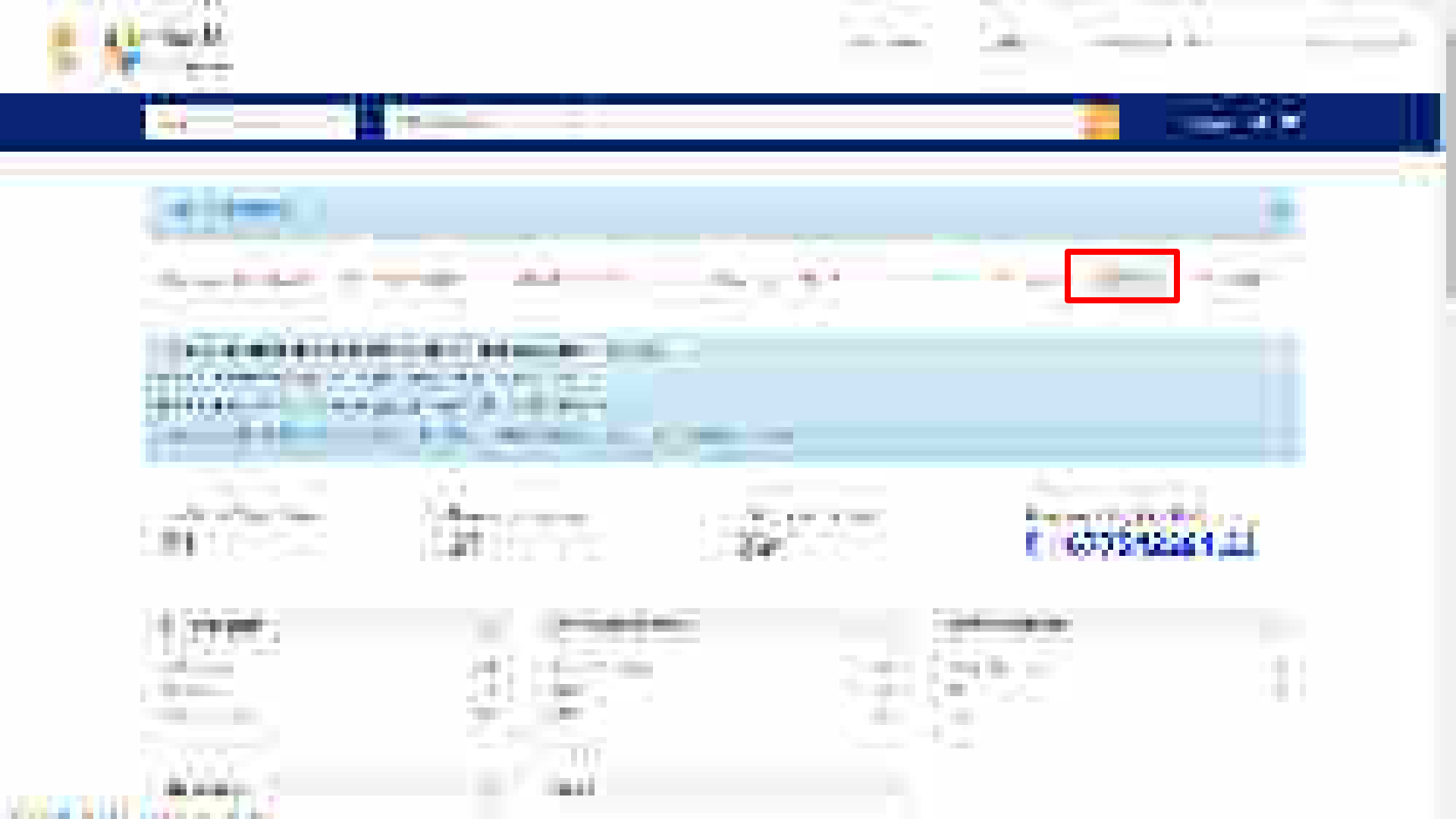


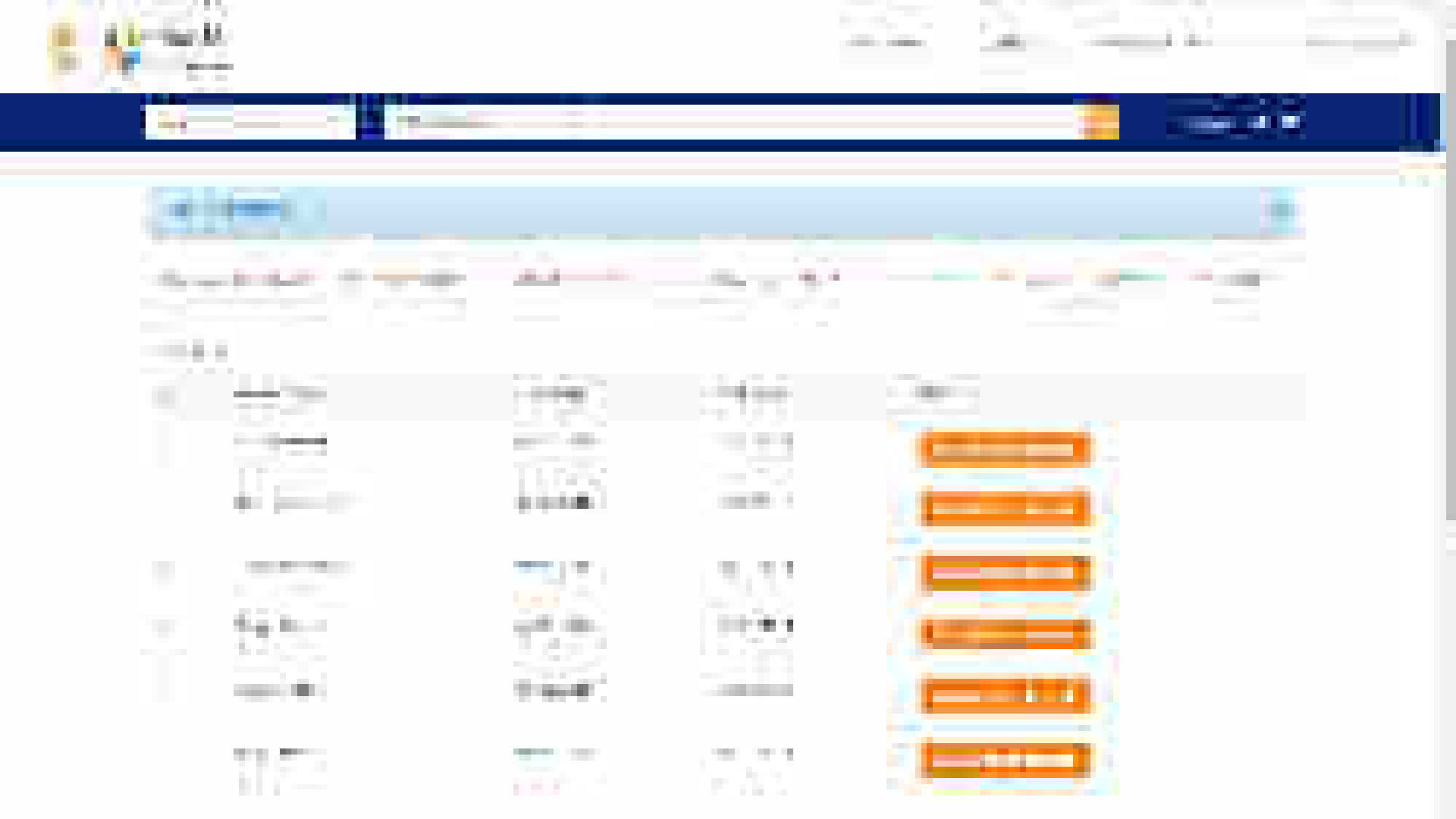


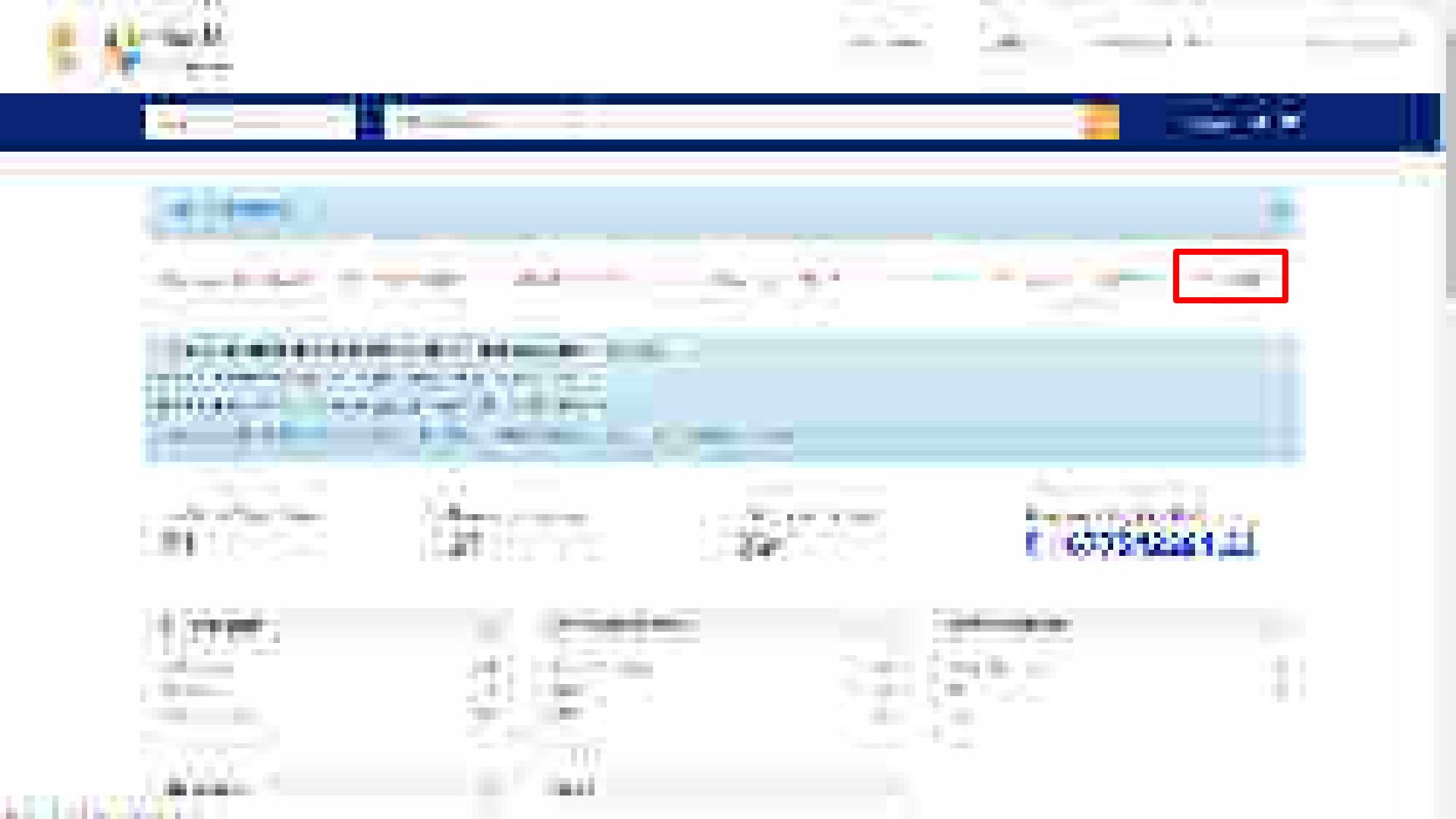






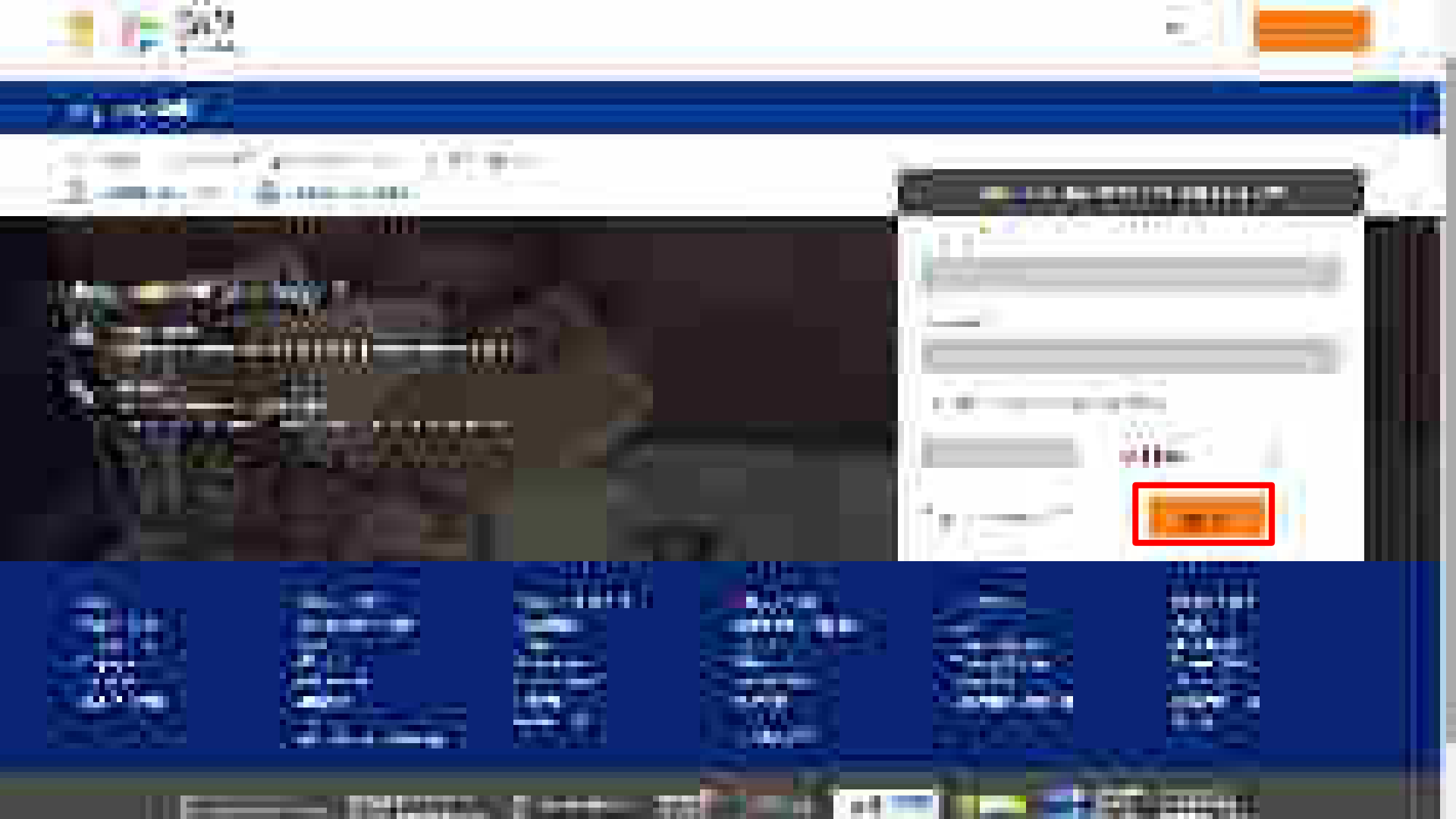


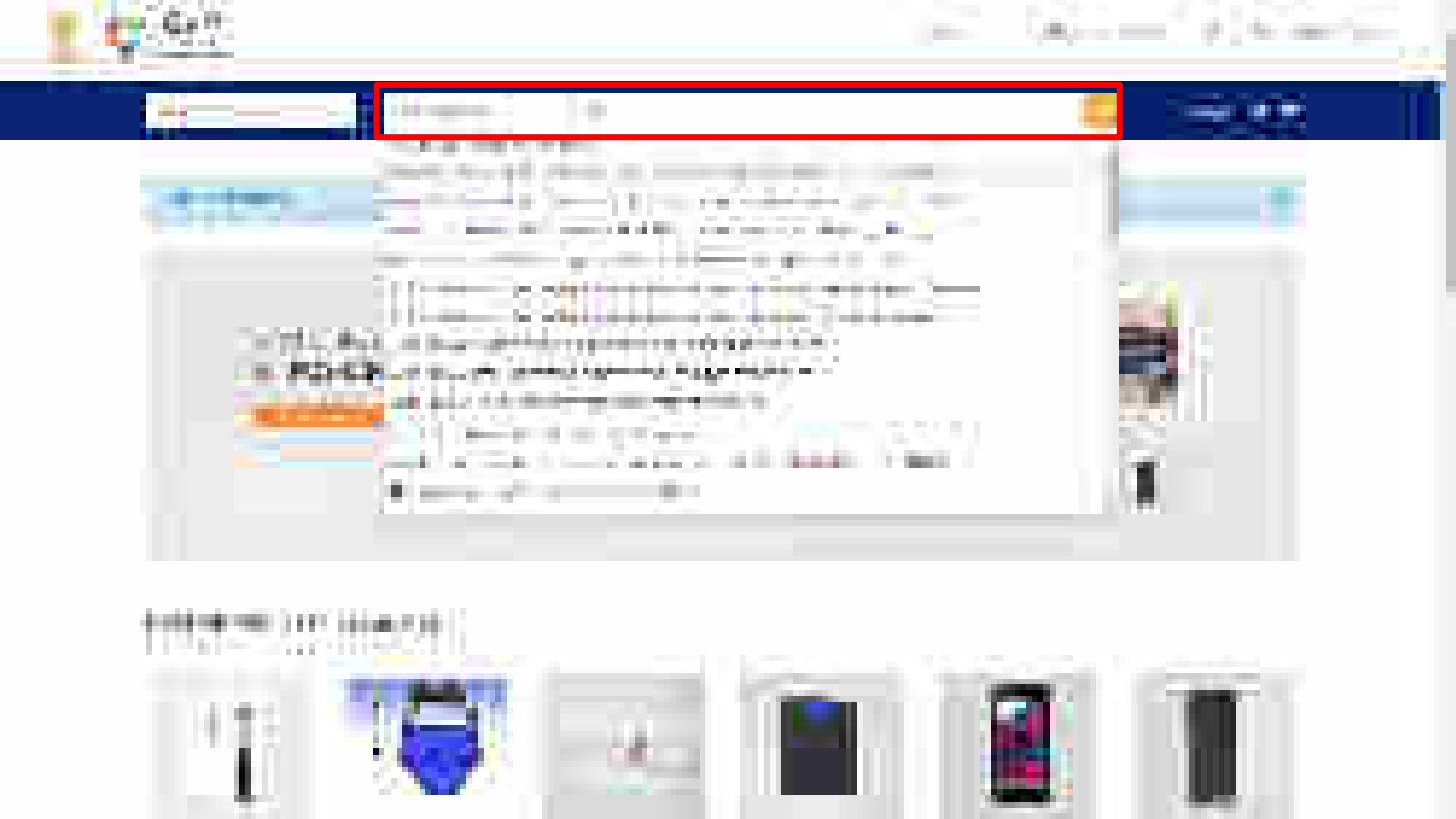


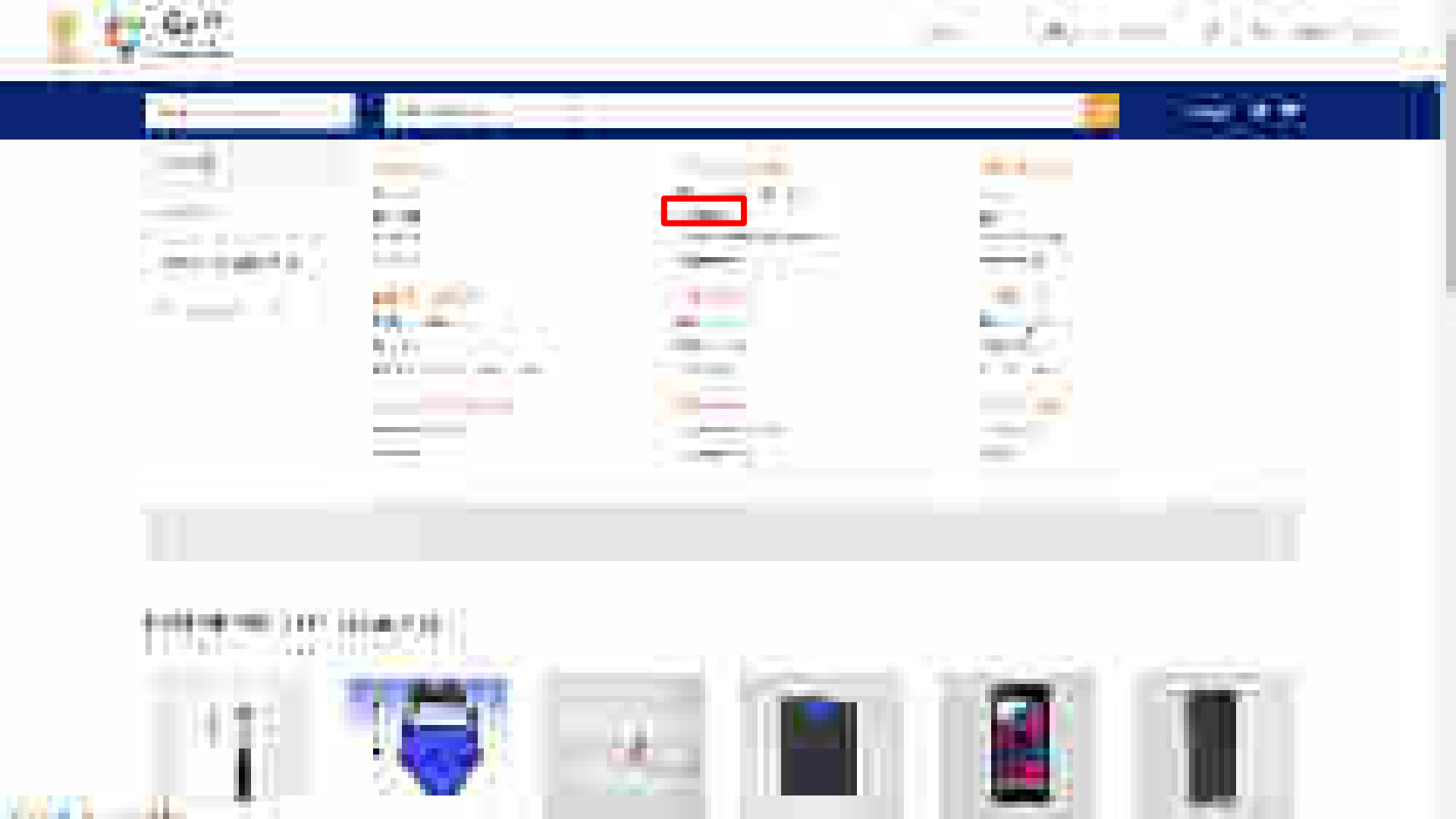


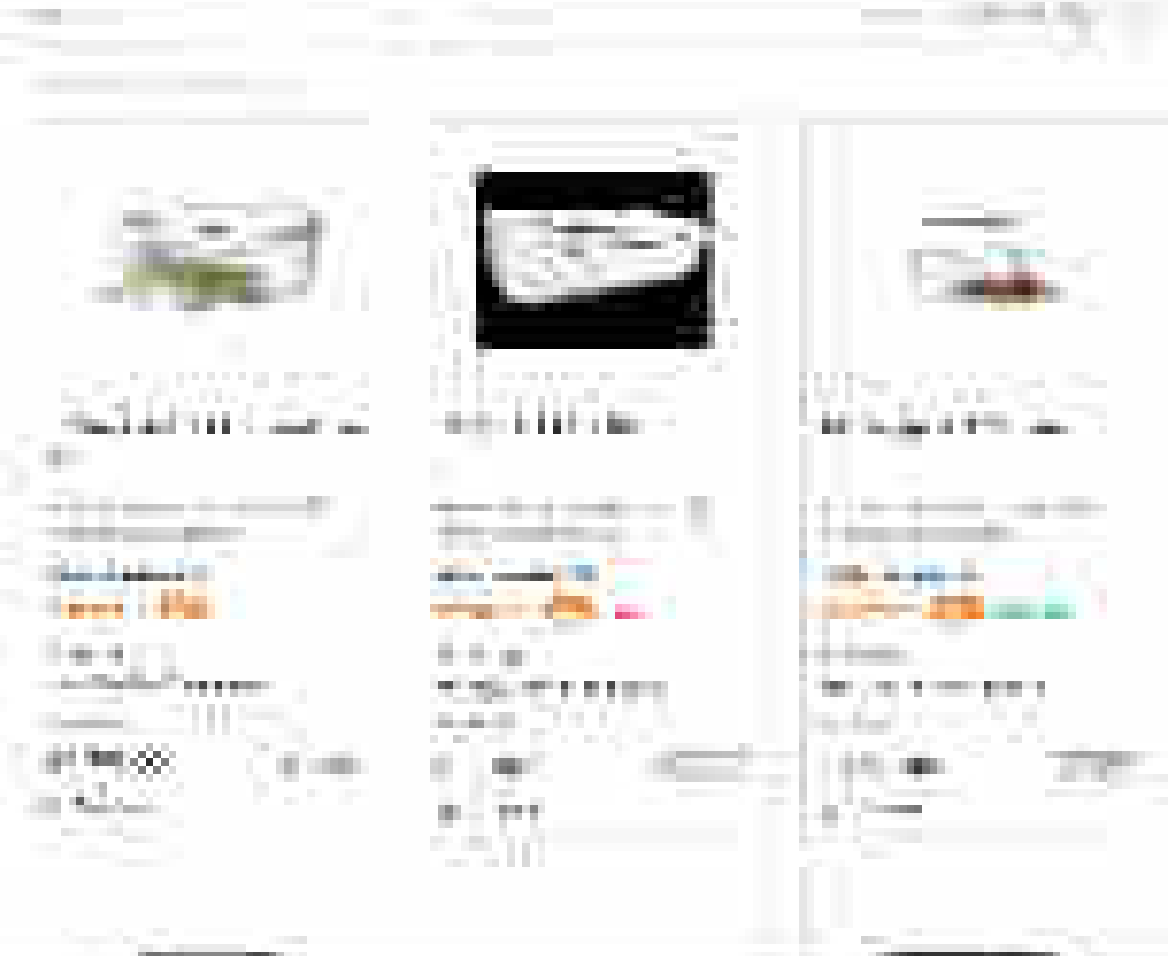
Direct Purchase – Product

Open www.gem.gov.in





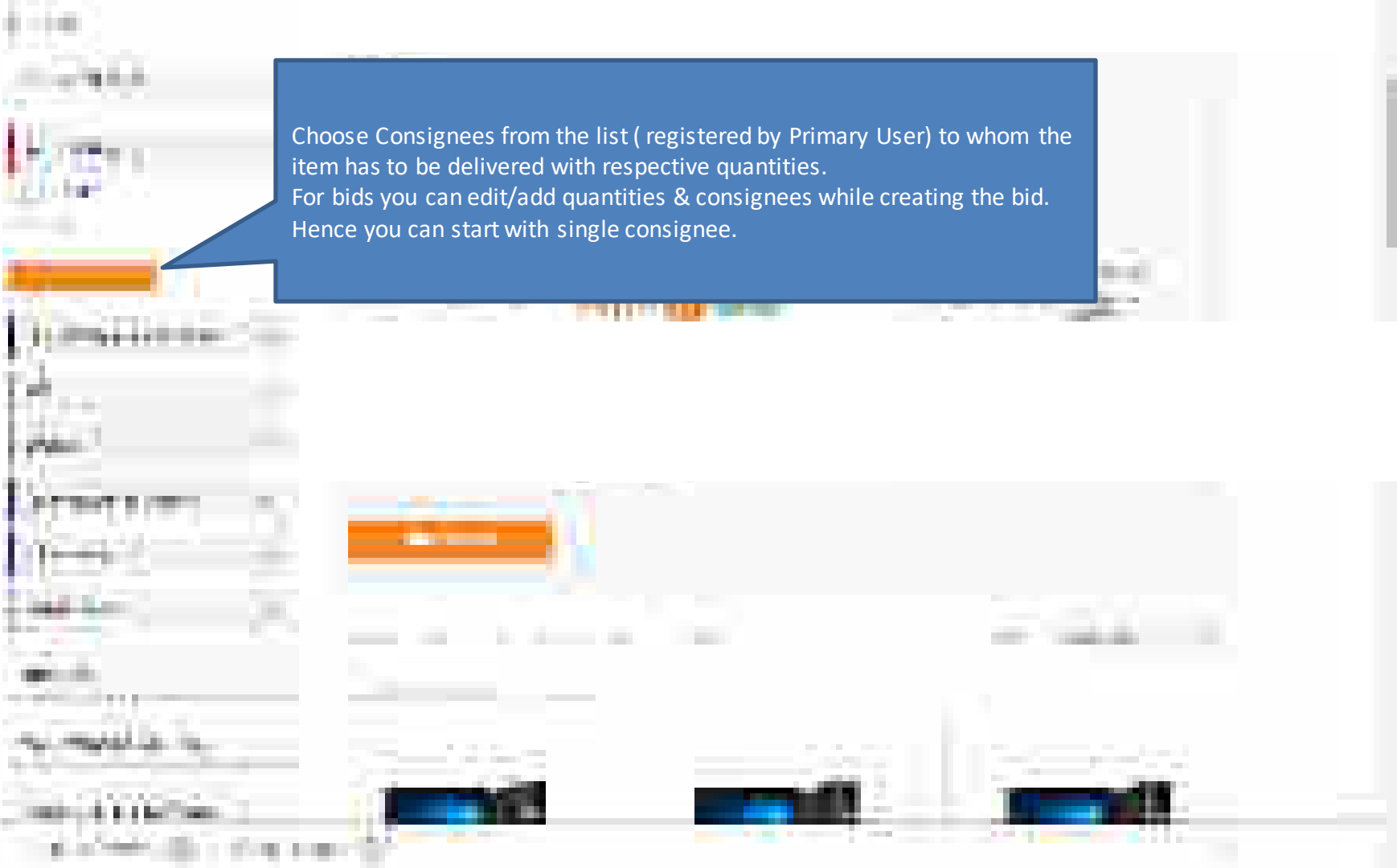


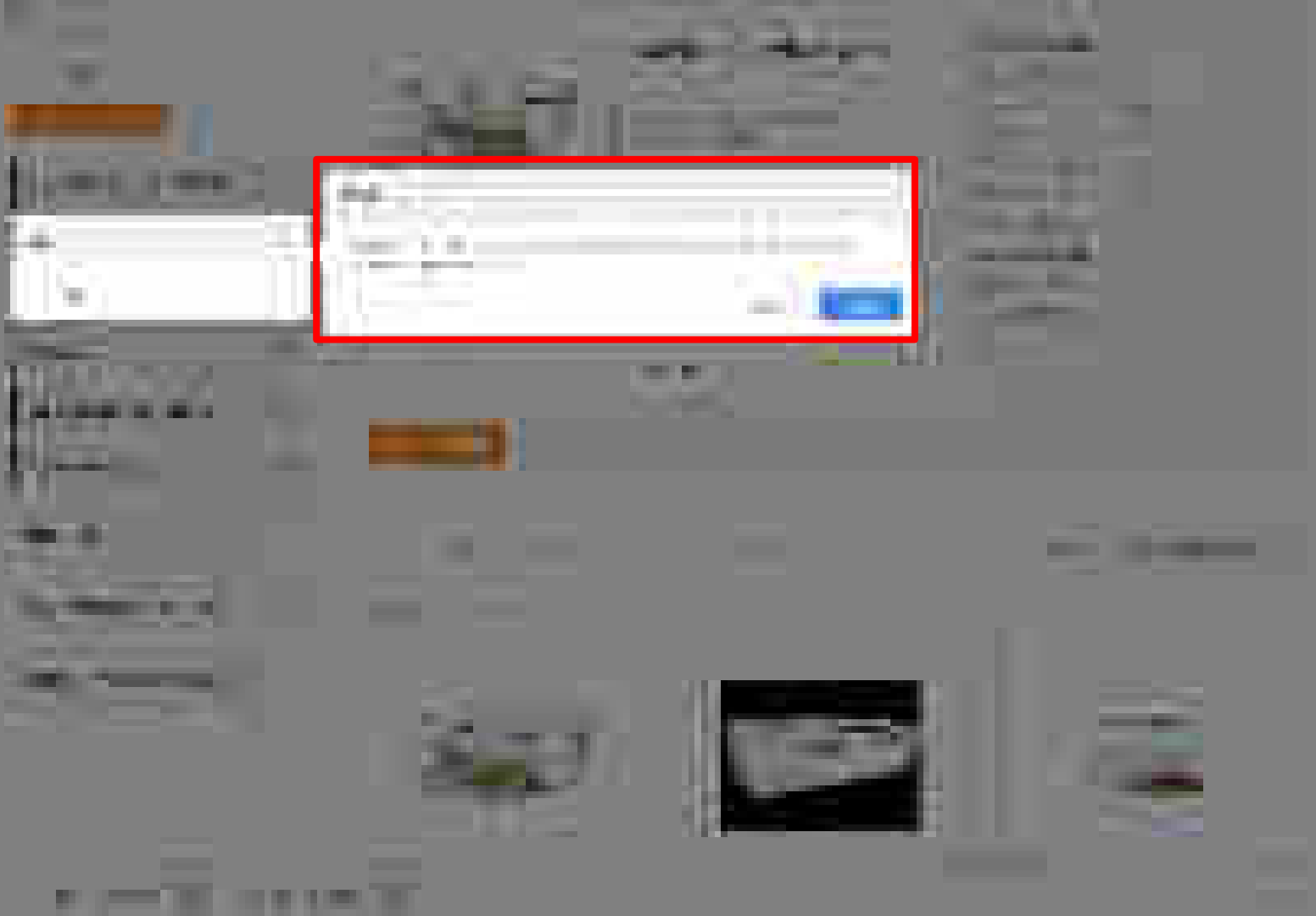


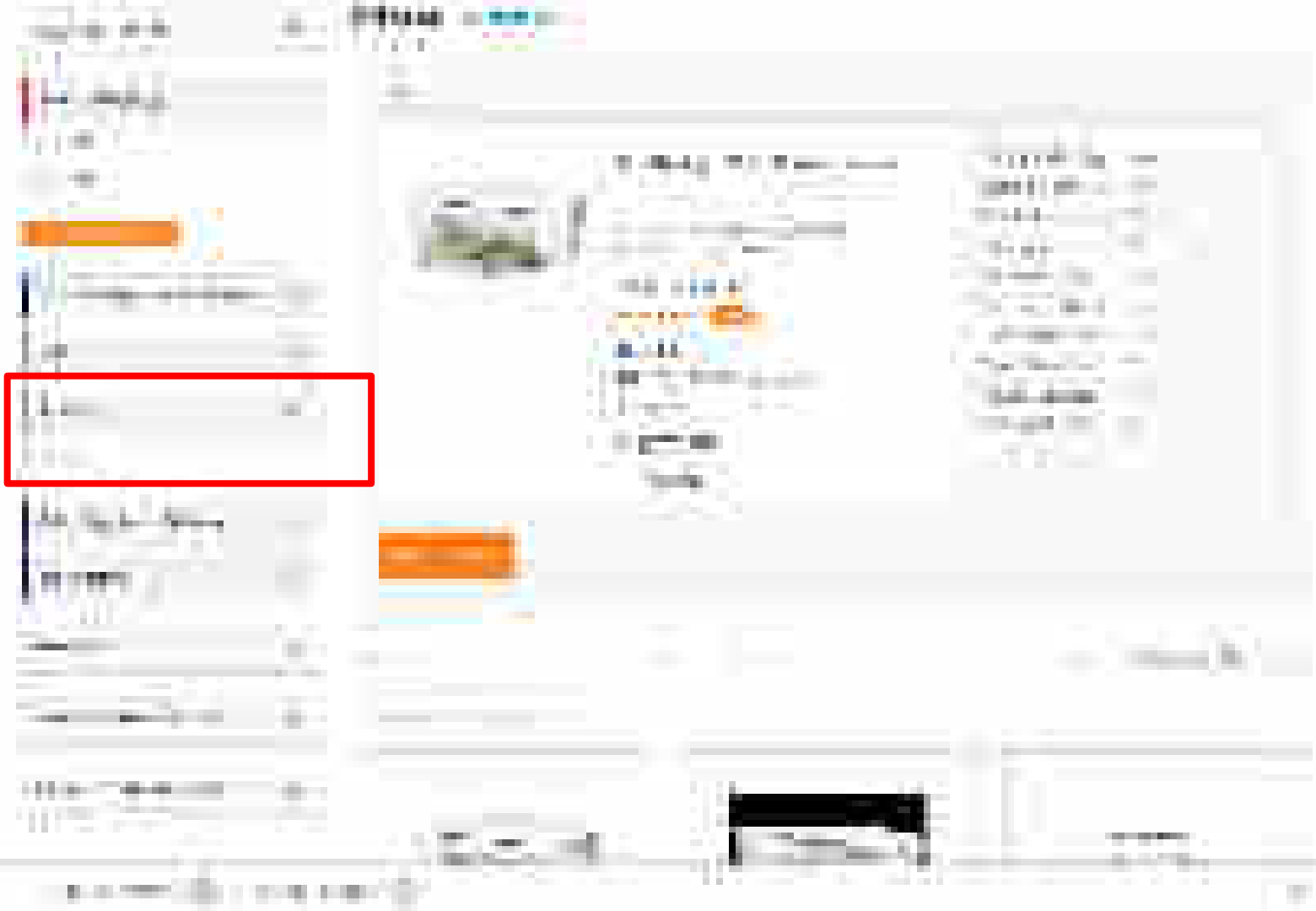
Choose if objective is to go for BID (ONLY BID). On choosing the option you will be able to browse through all products in the market without any restriction. Moreover, you can edit/add quantities & consignees while creating bid. Hence you can start with single consignee and single quantity.

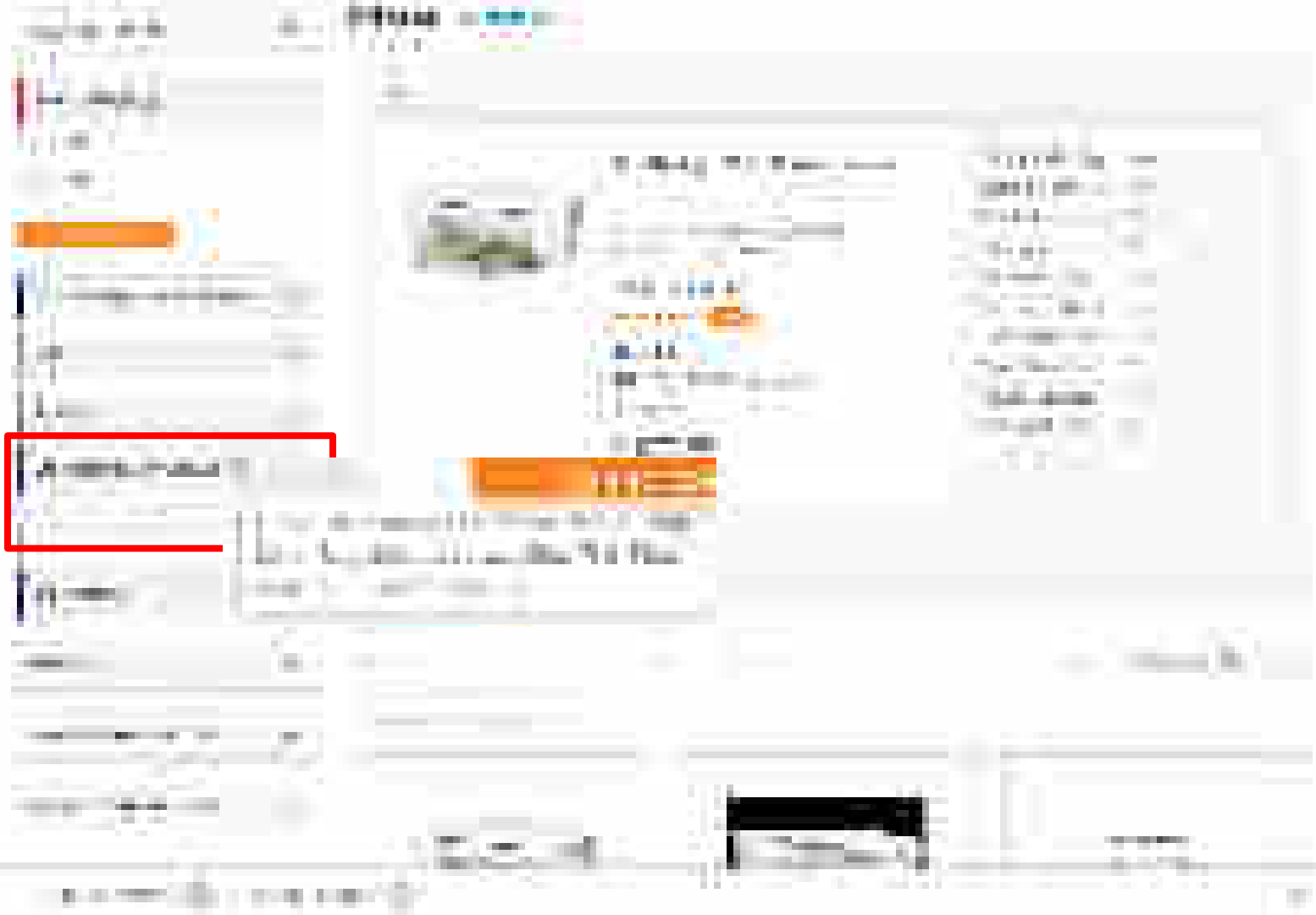
Please Note : Incase Buyer selects Bid/RA as intent of Buying, then they will be asked to select a value for all Golden Parameters in the category

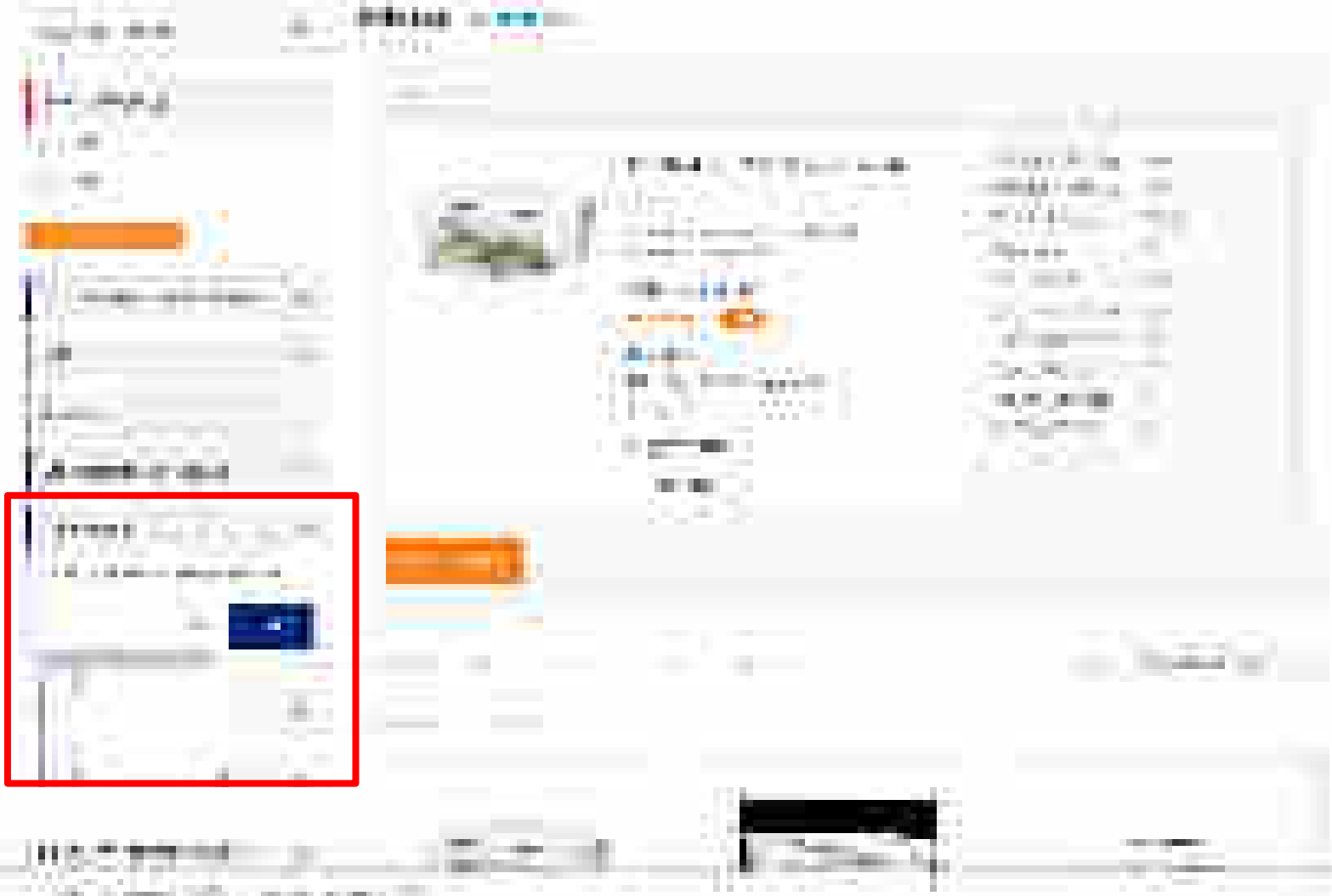
Choose PAC buying If you want to buy any specific OEM's product.
PAC buying needs specific approval of competent authority and bid submissions will be only for the selected make and model.
Multiple make and model selection is not allowed at the same time.

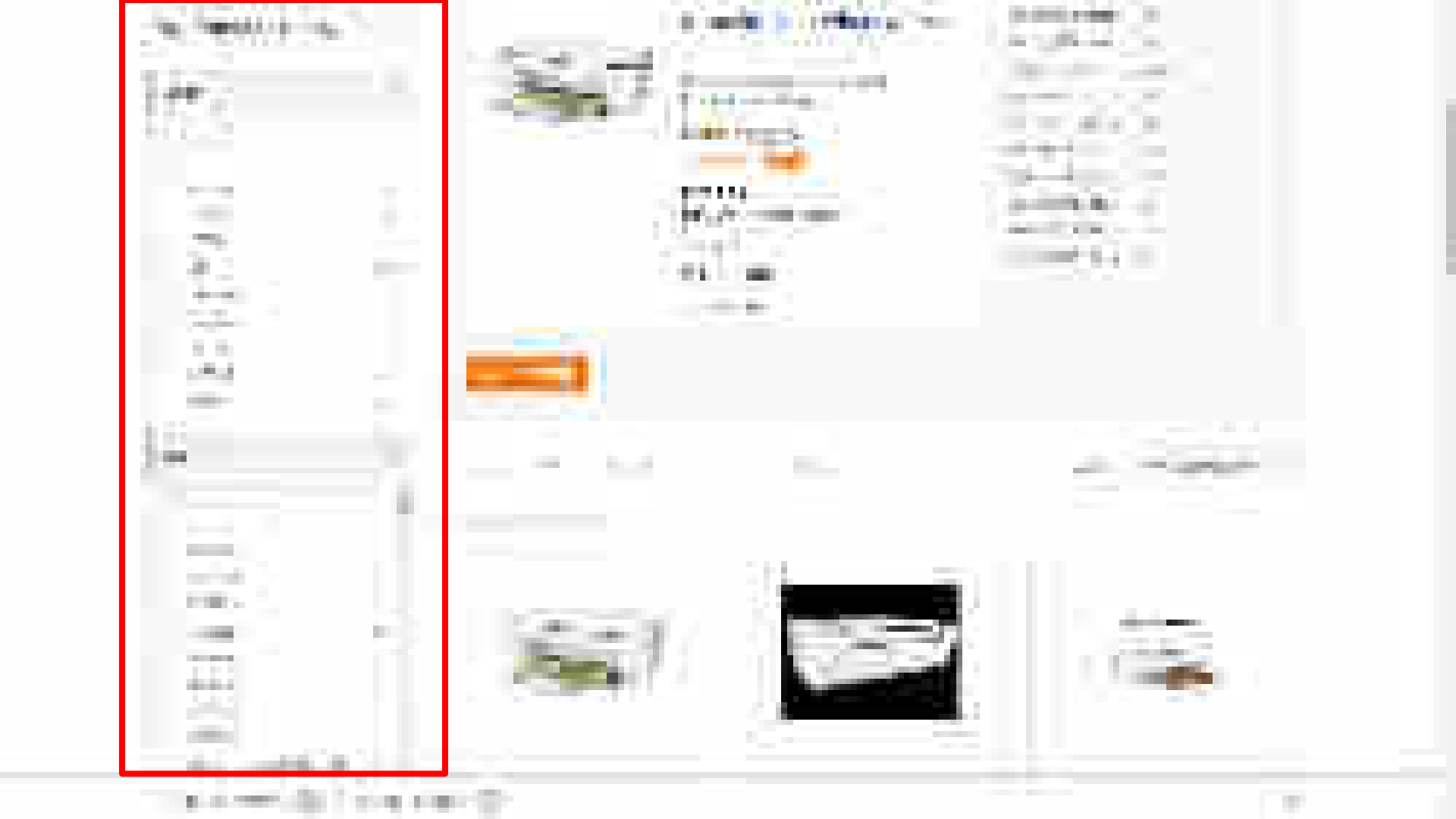

Choose Consignees from the list (registered by Primary User) to whom the item has to be delivered with respective quantities.
For bids you can edit/add quantities & consignees while creating the bid.
Hence you can start with single consignee.

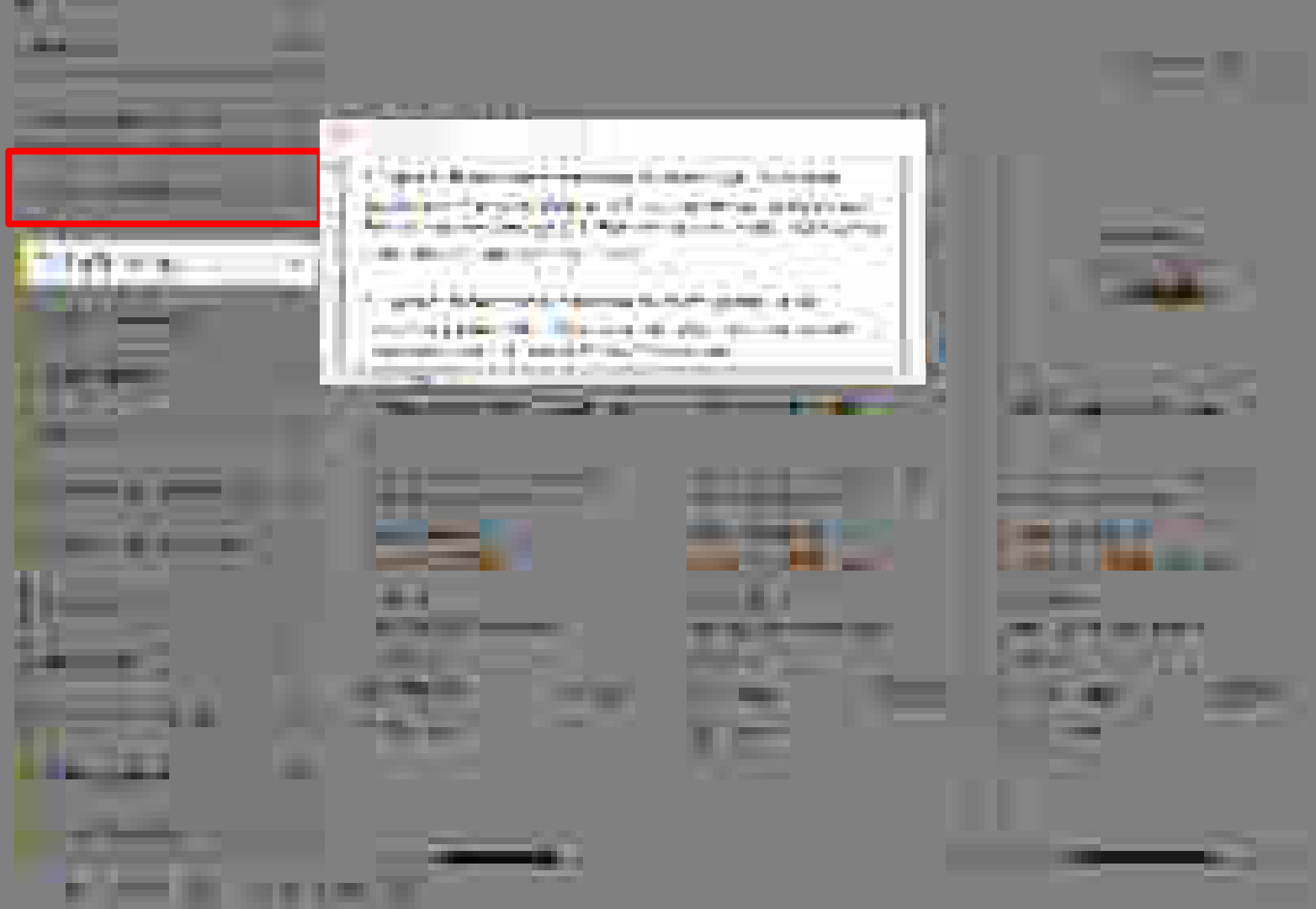


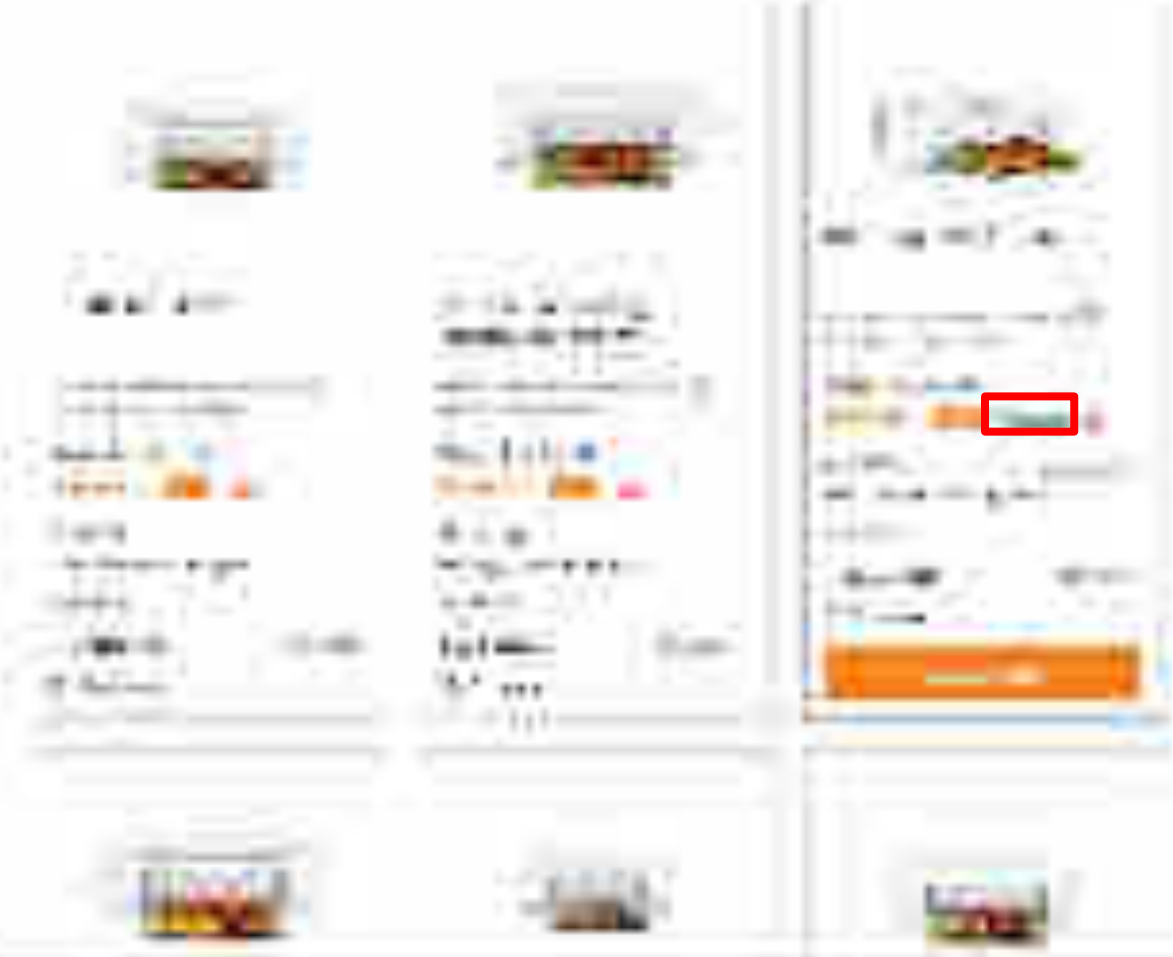


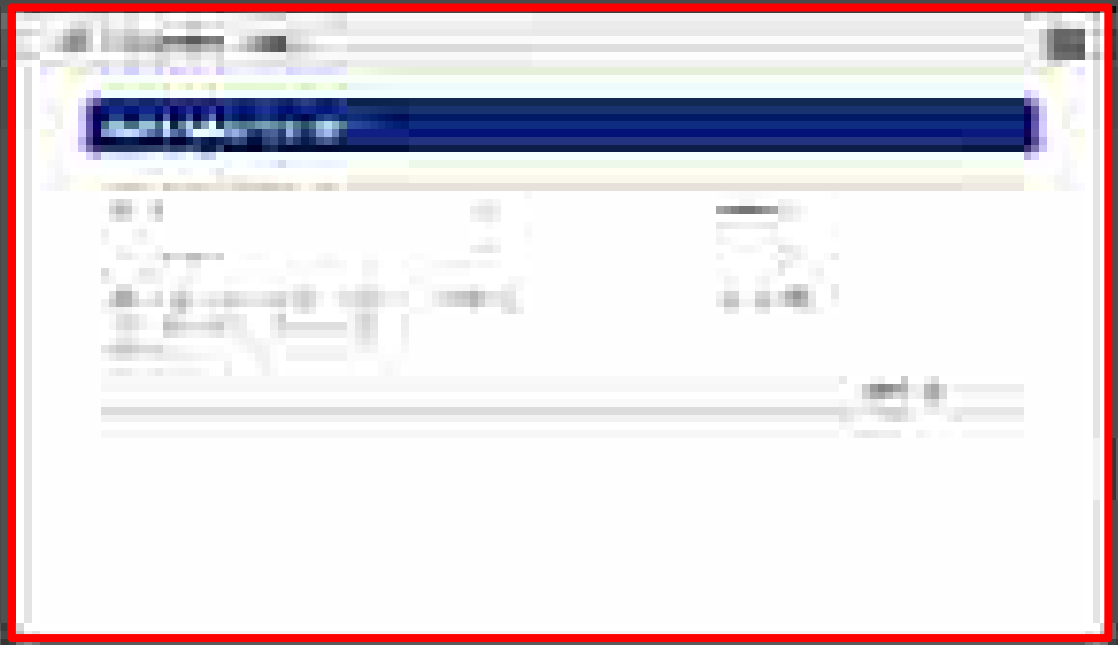


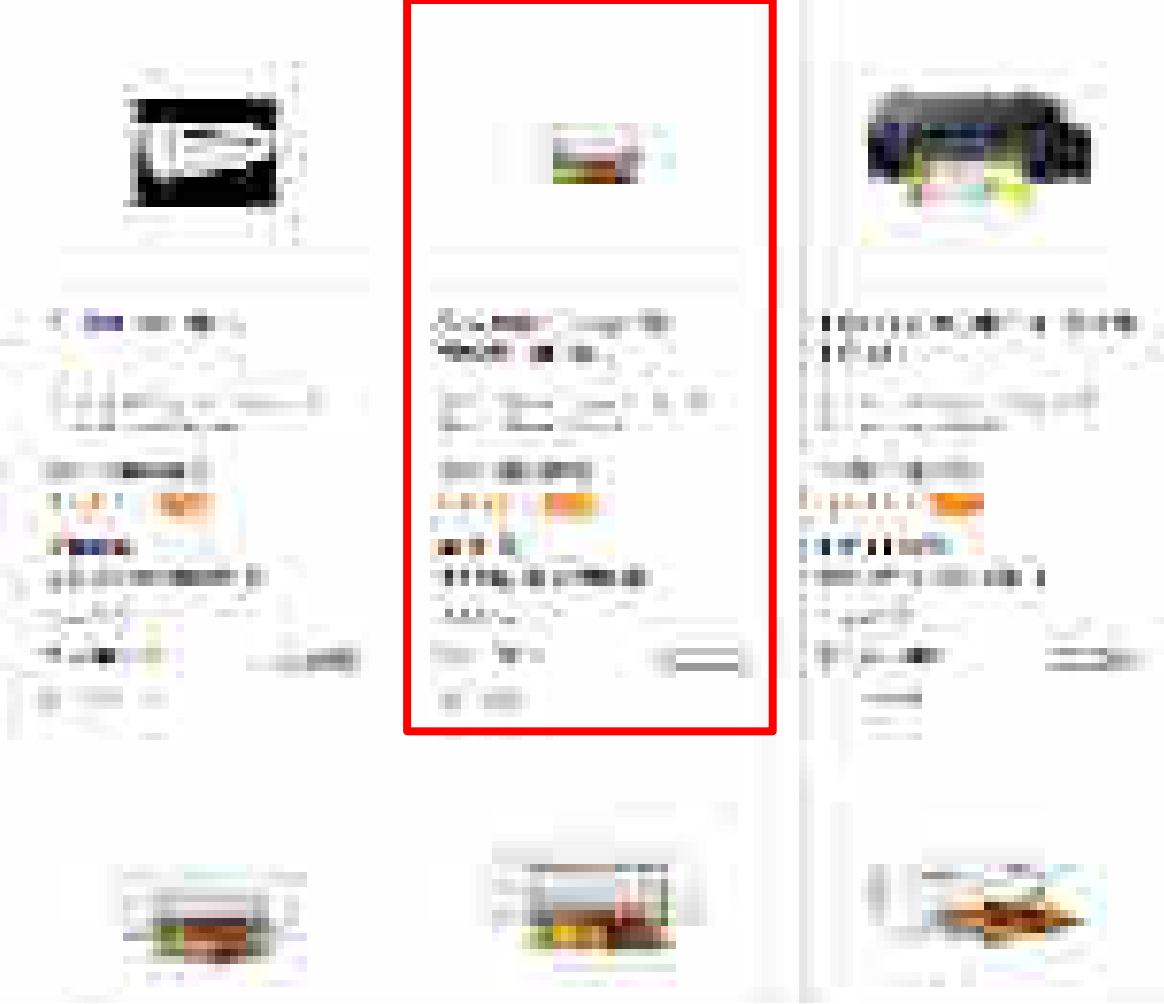


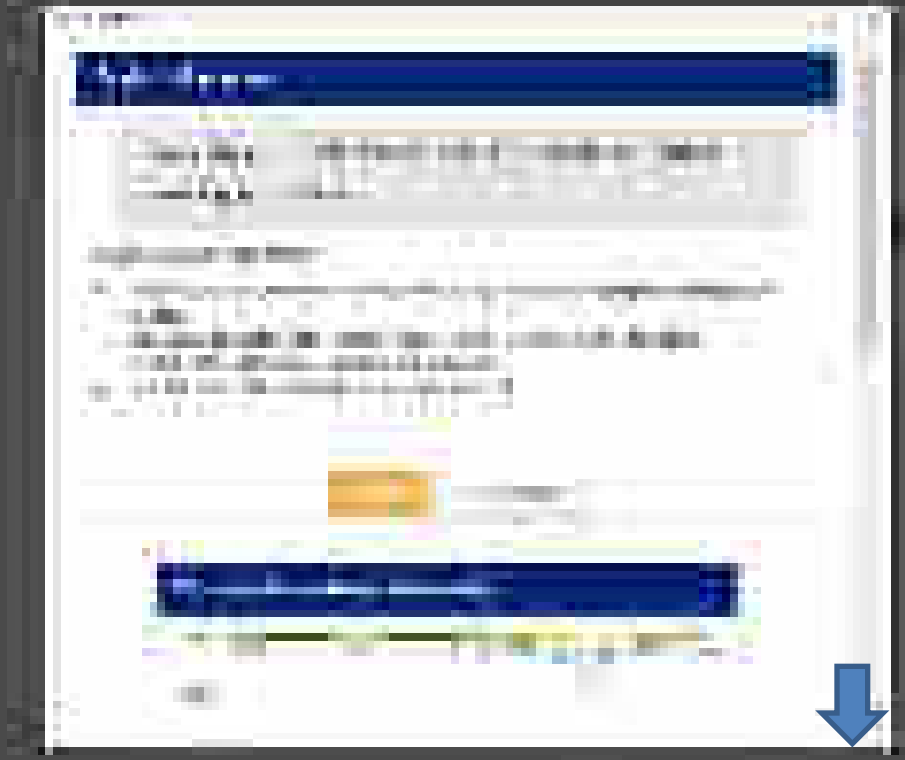


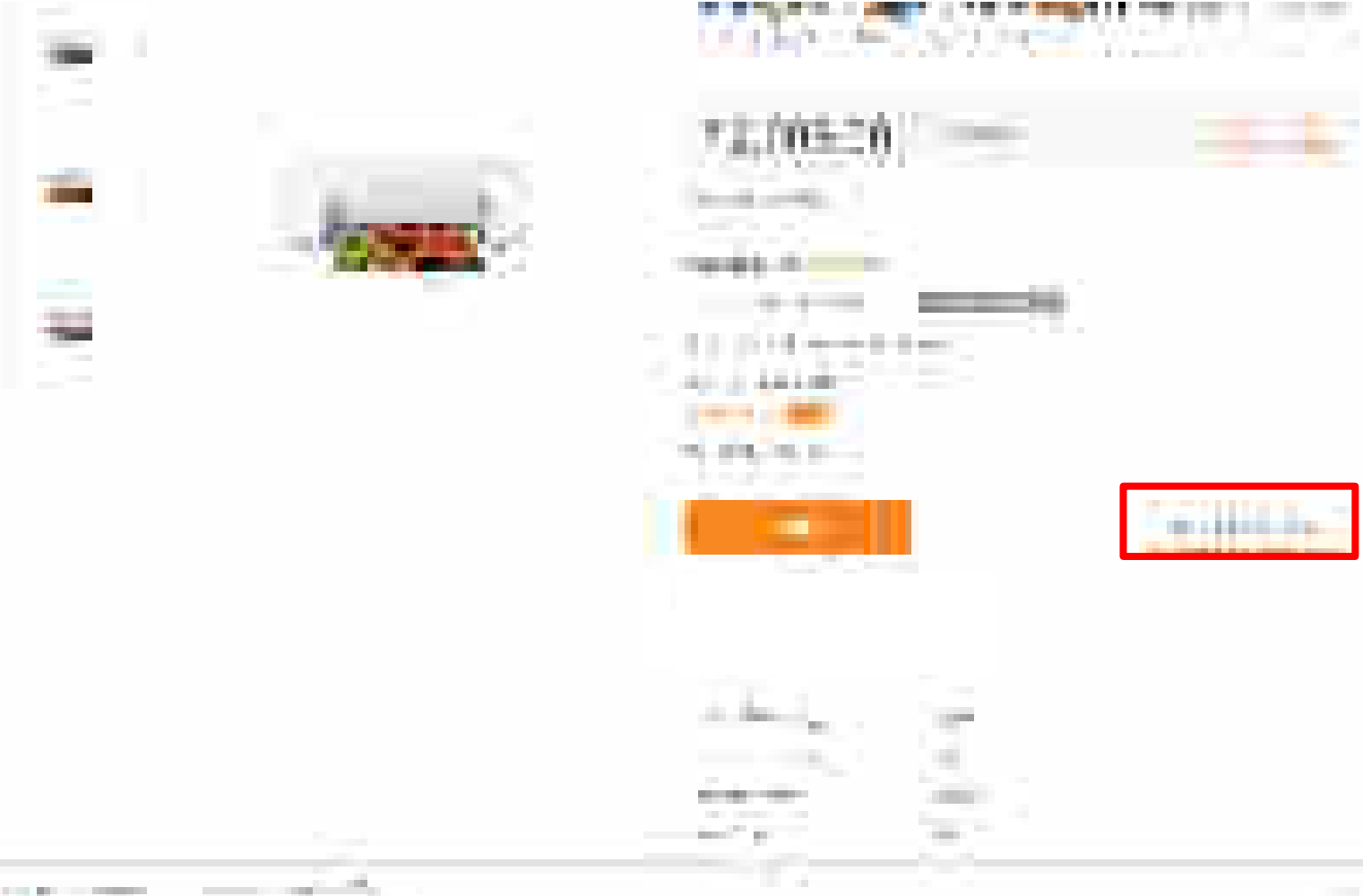


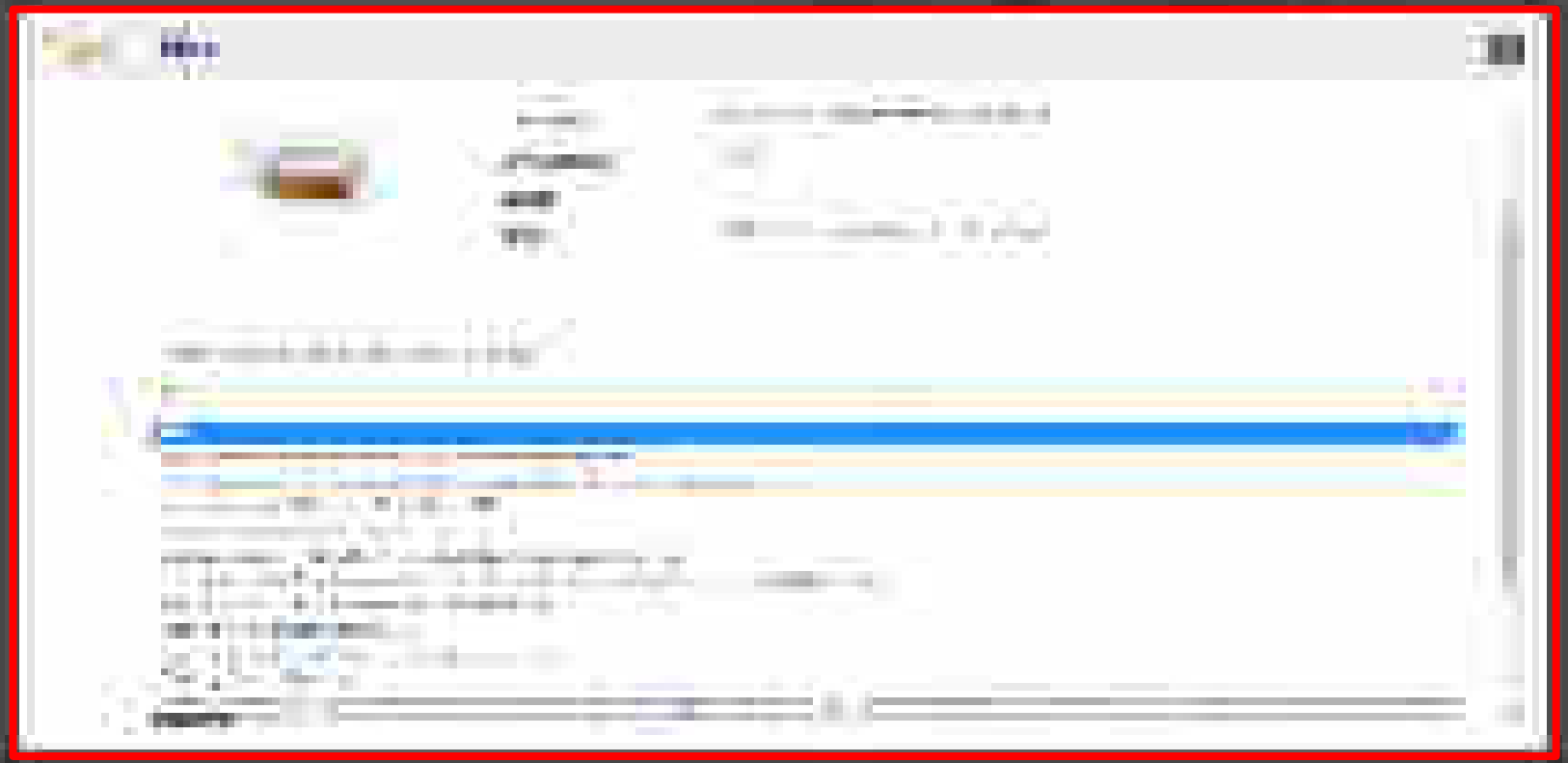


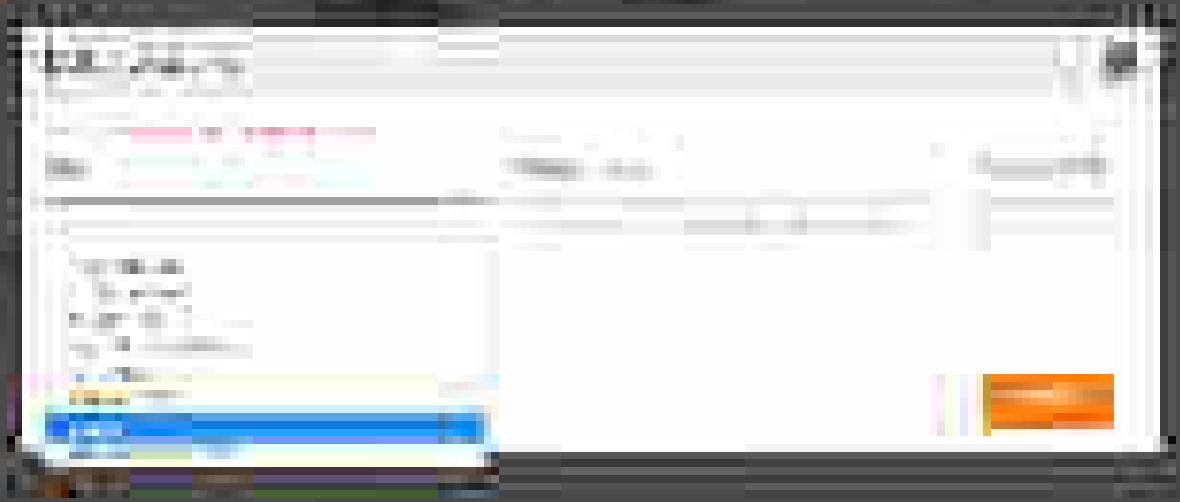


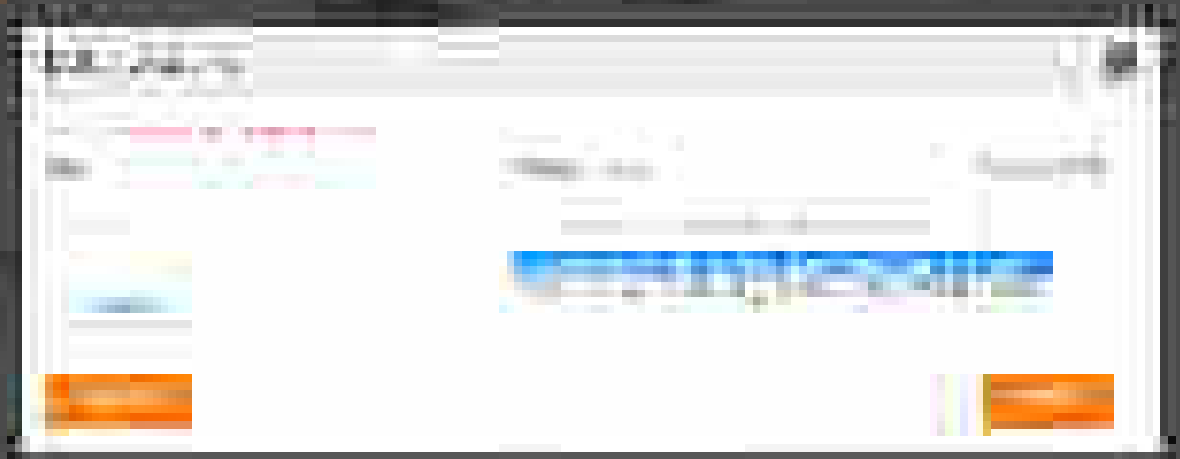


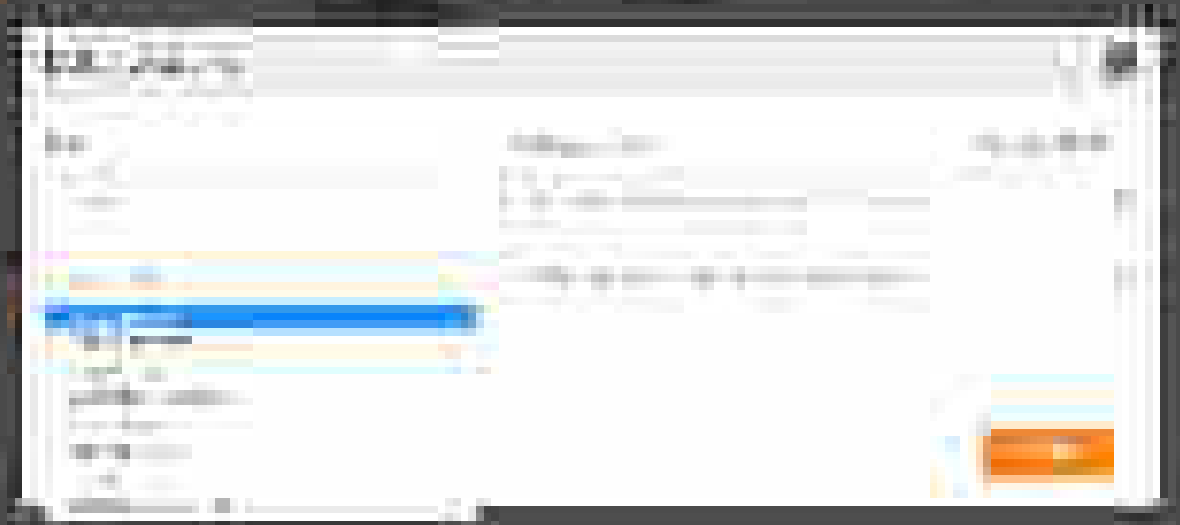


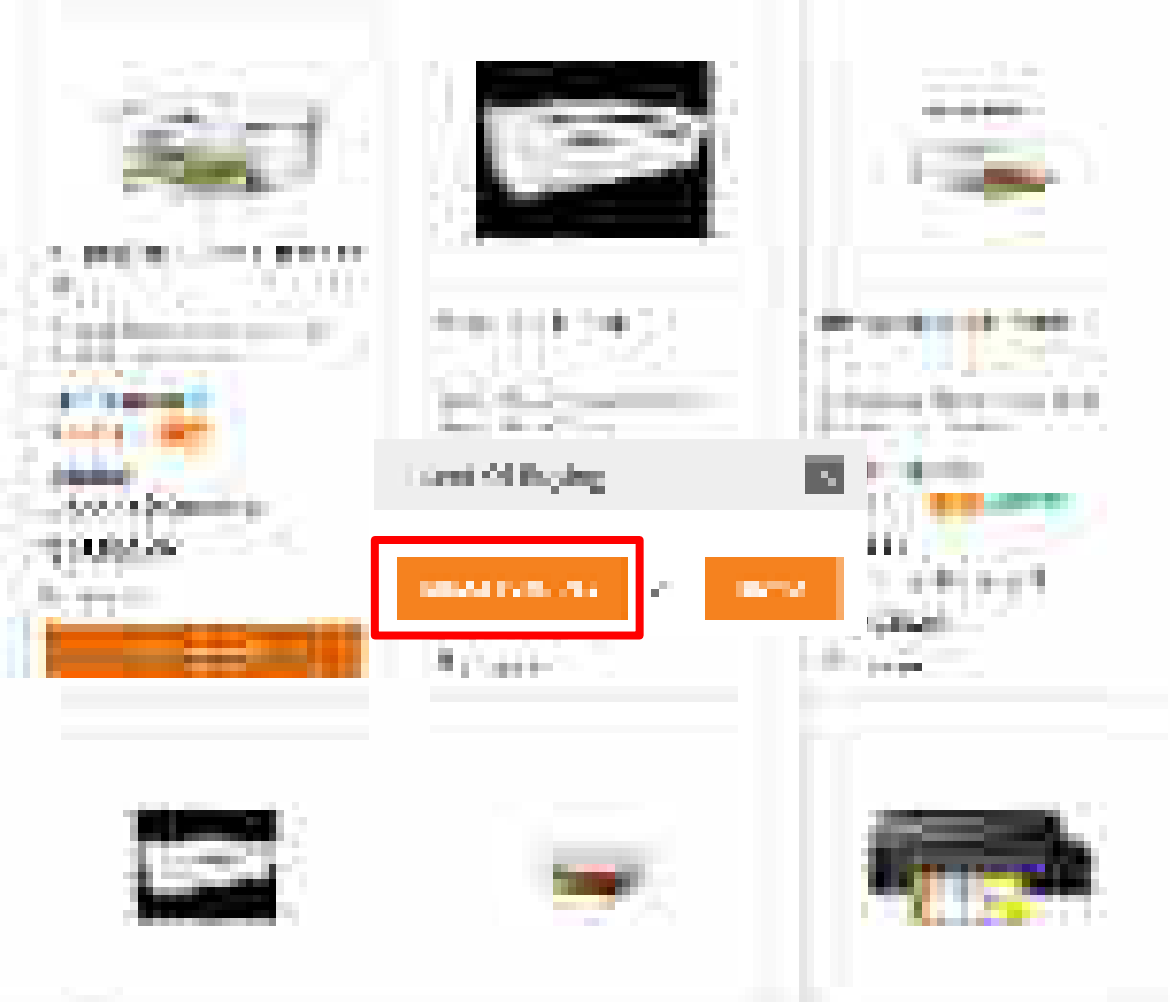


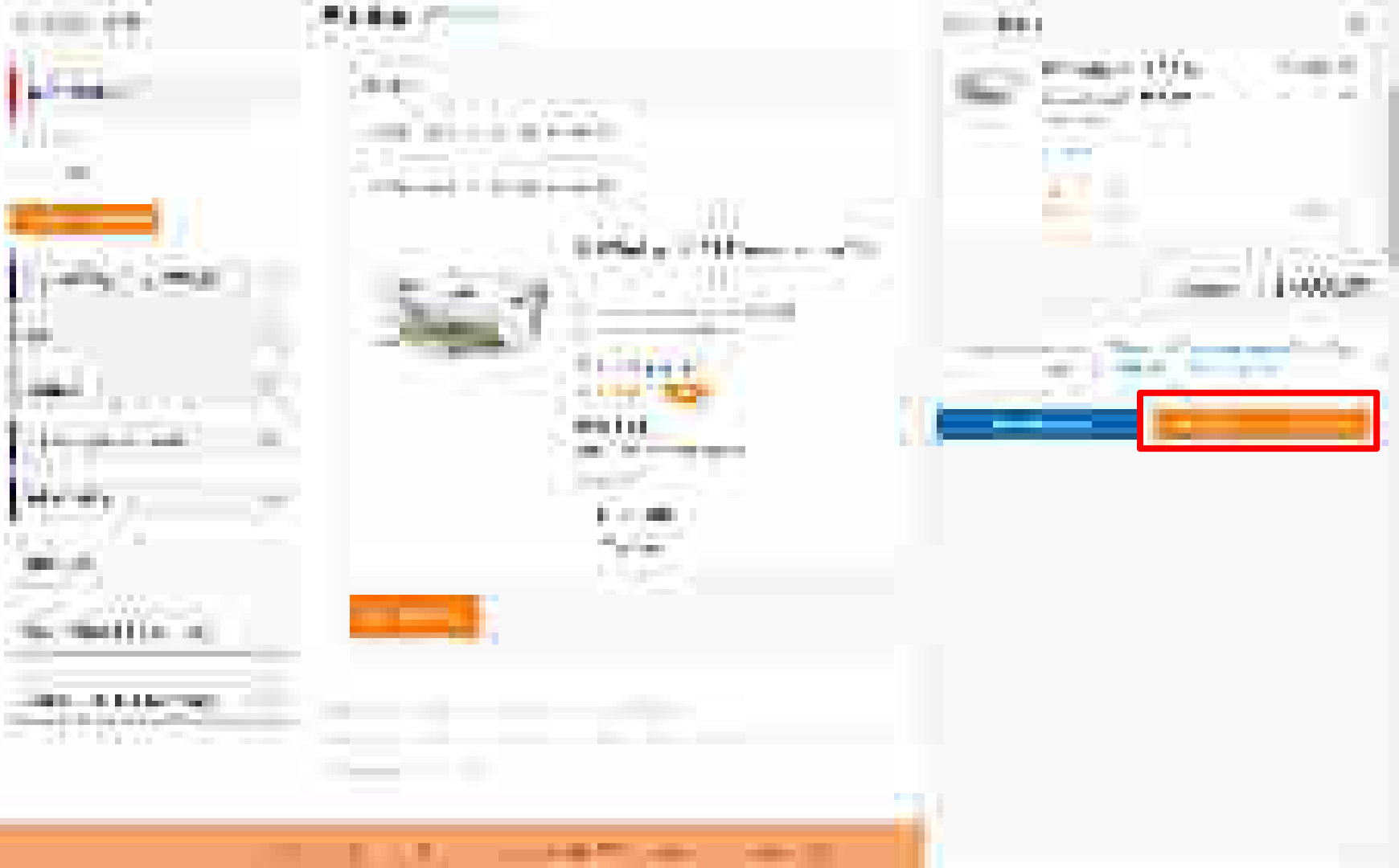


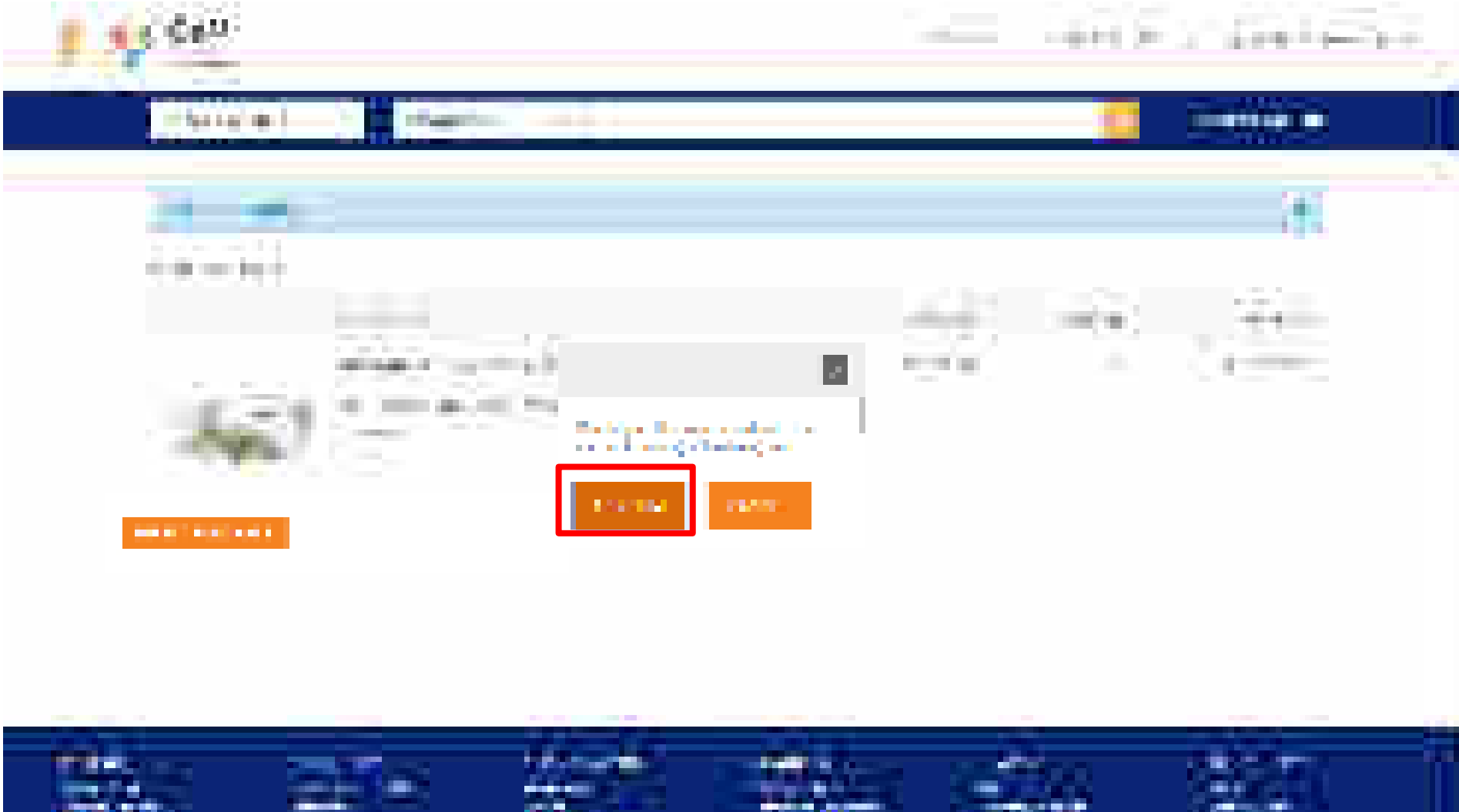


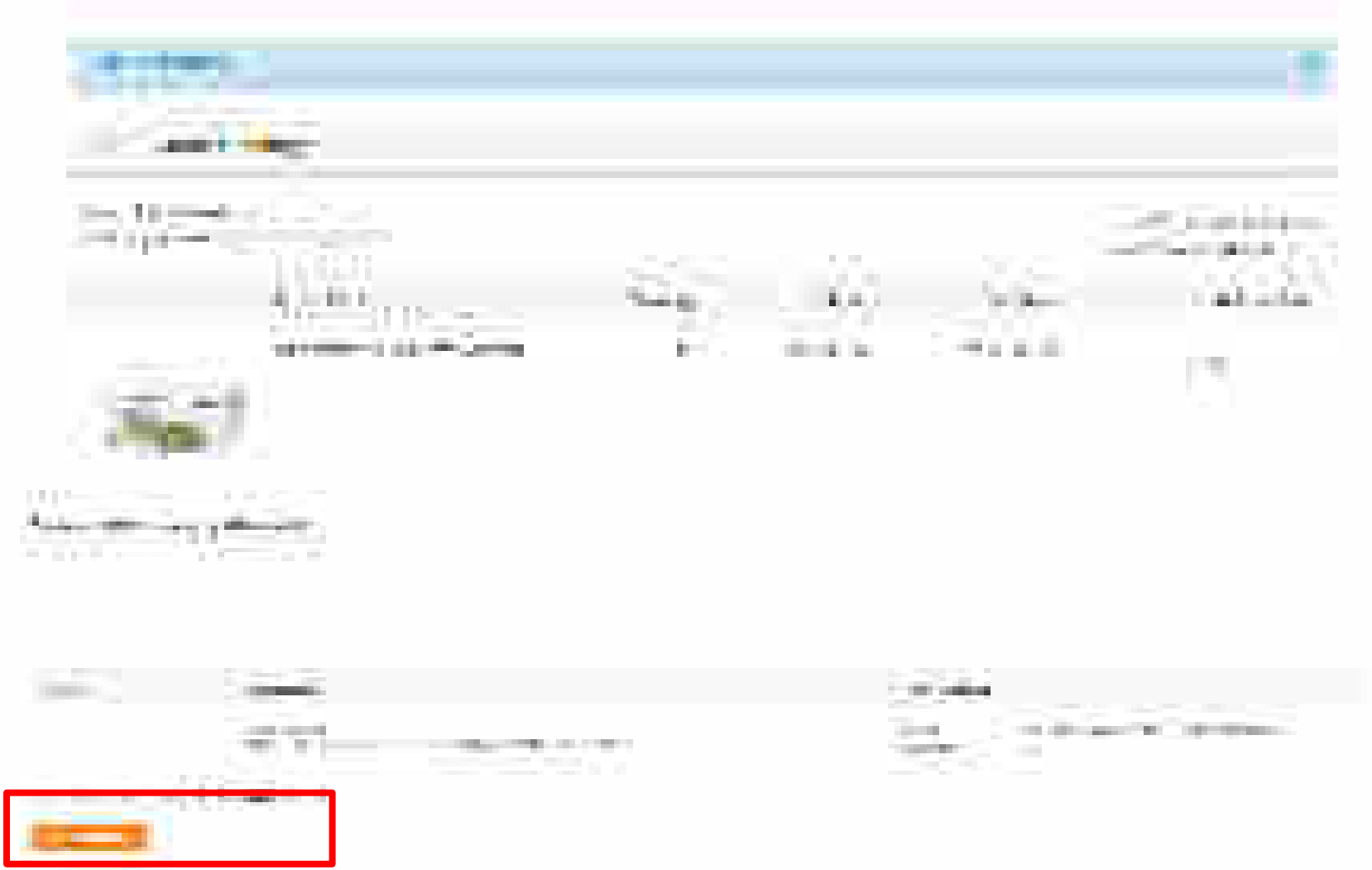


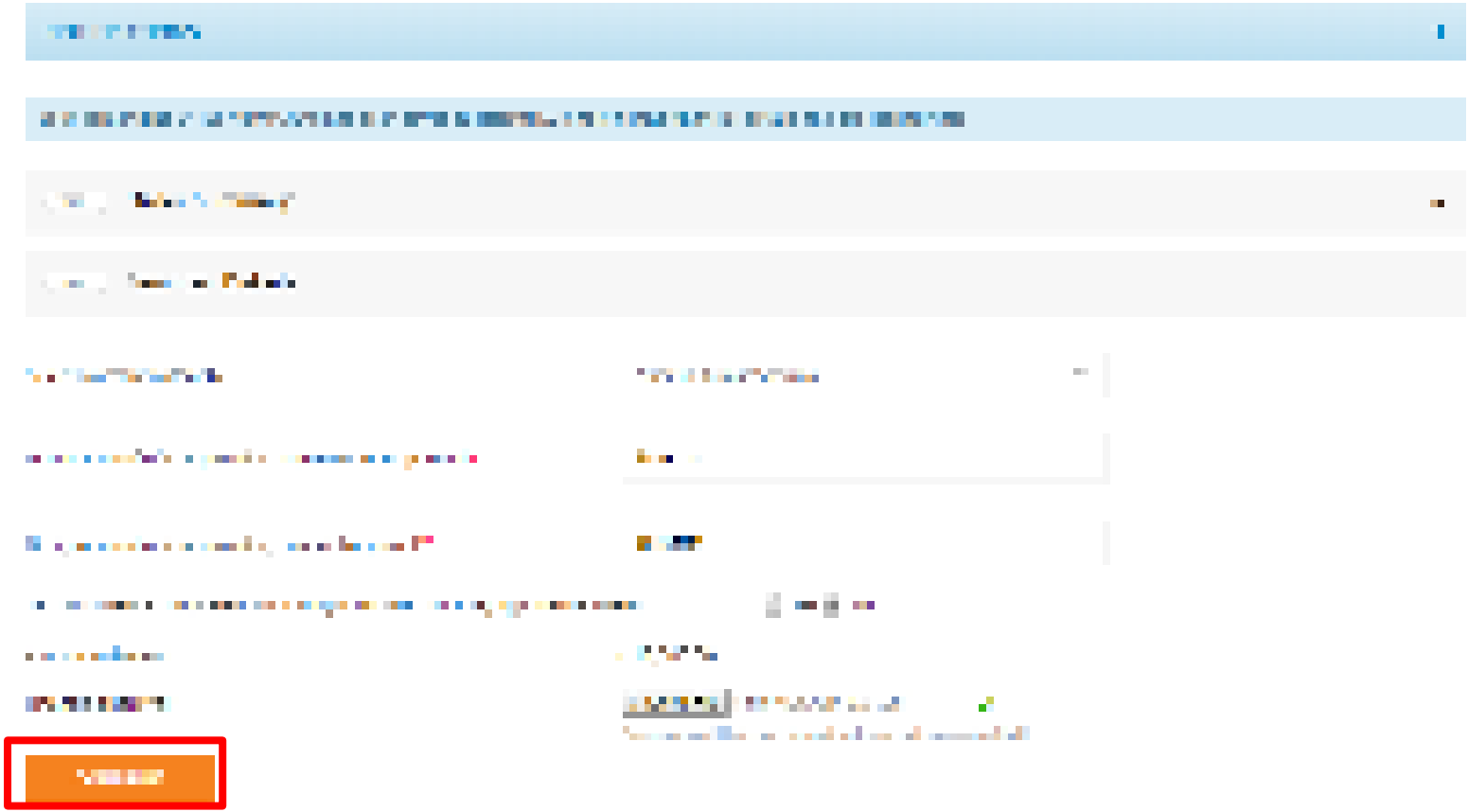


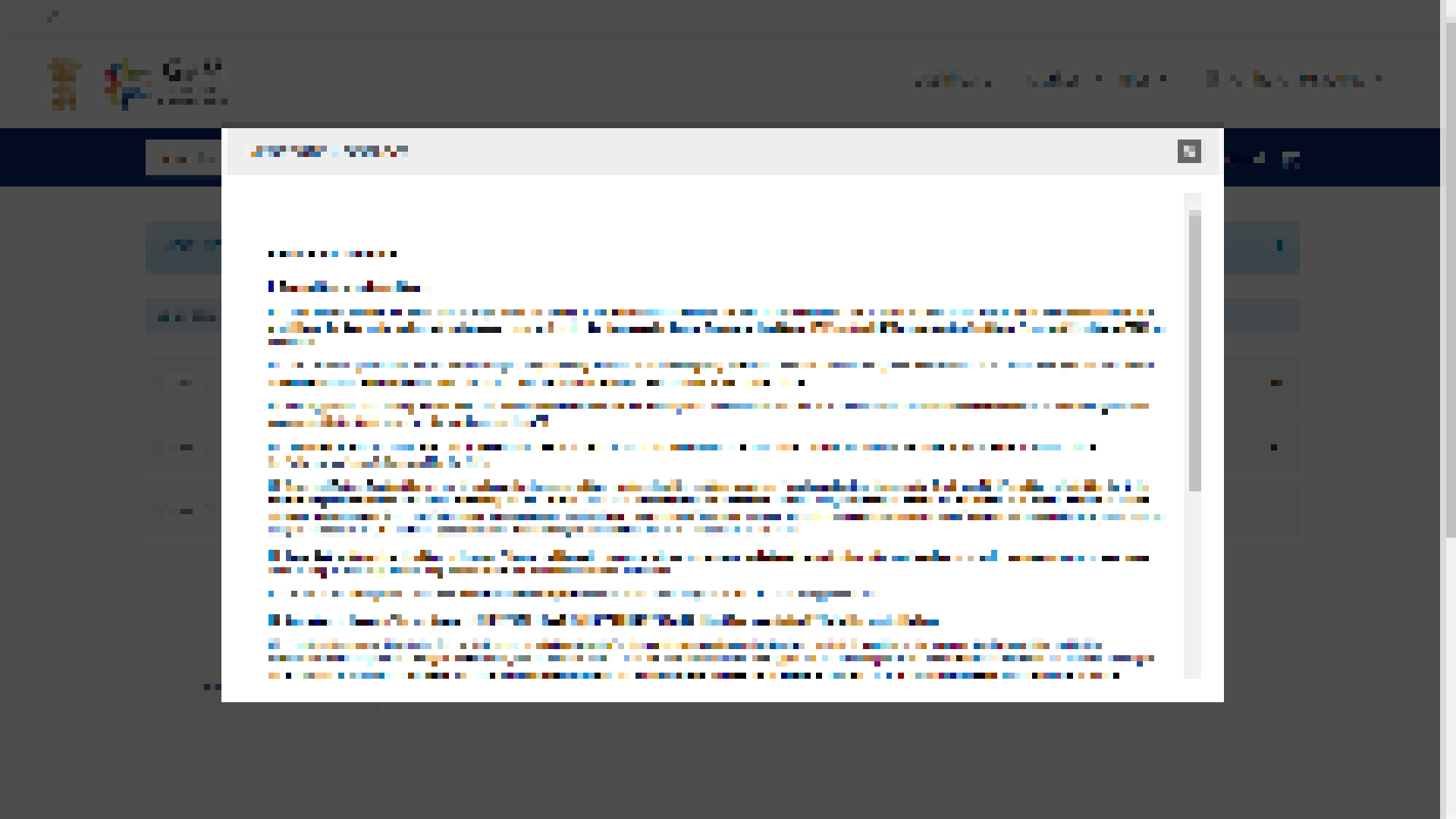


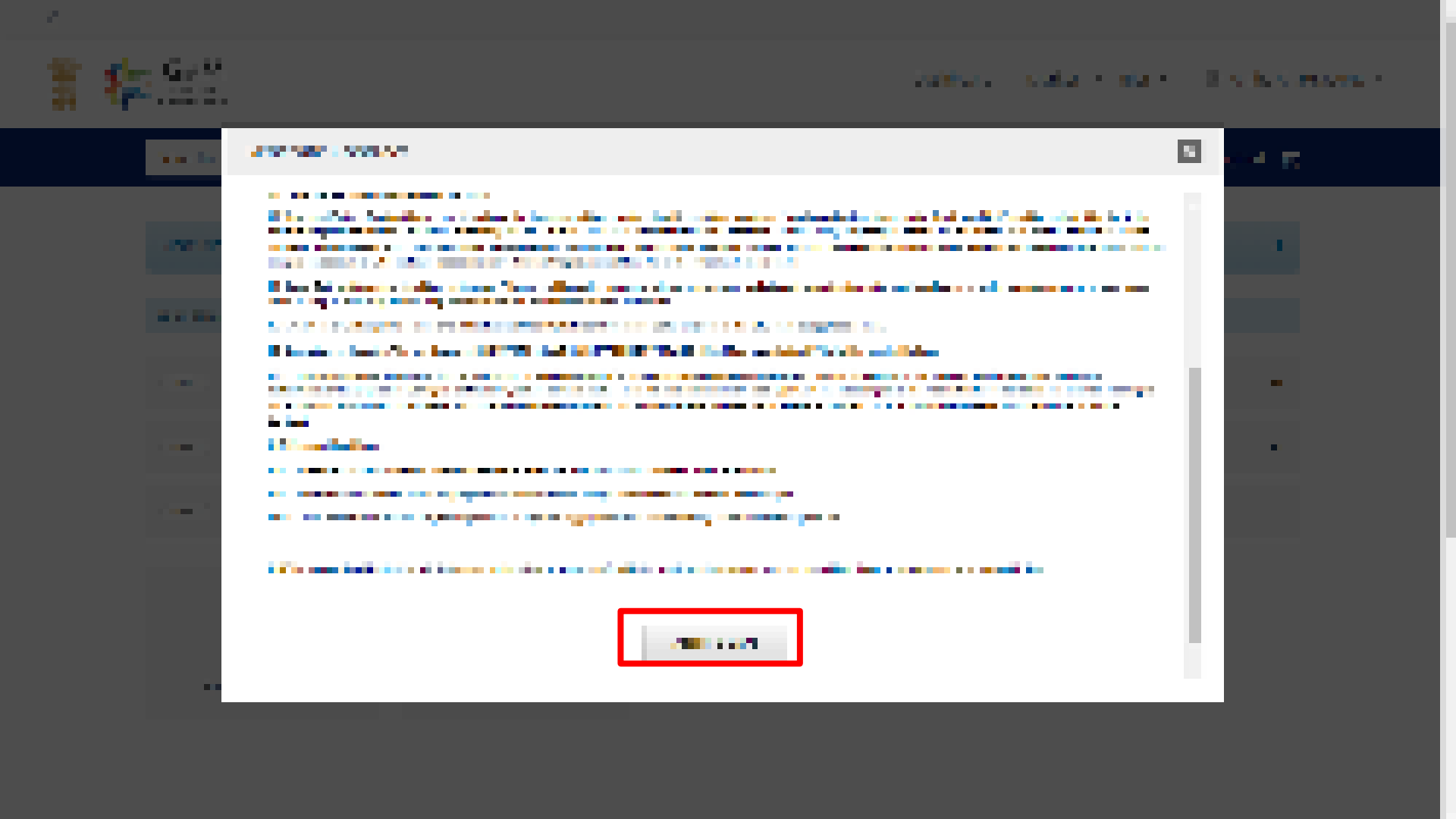


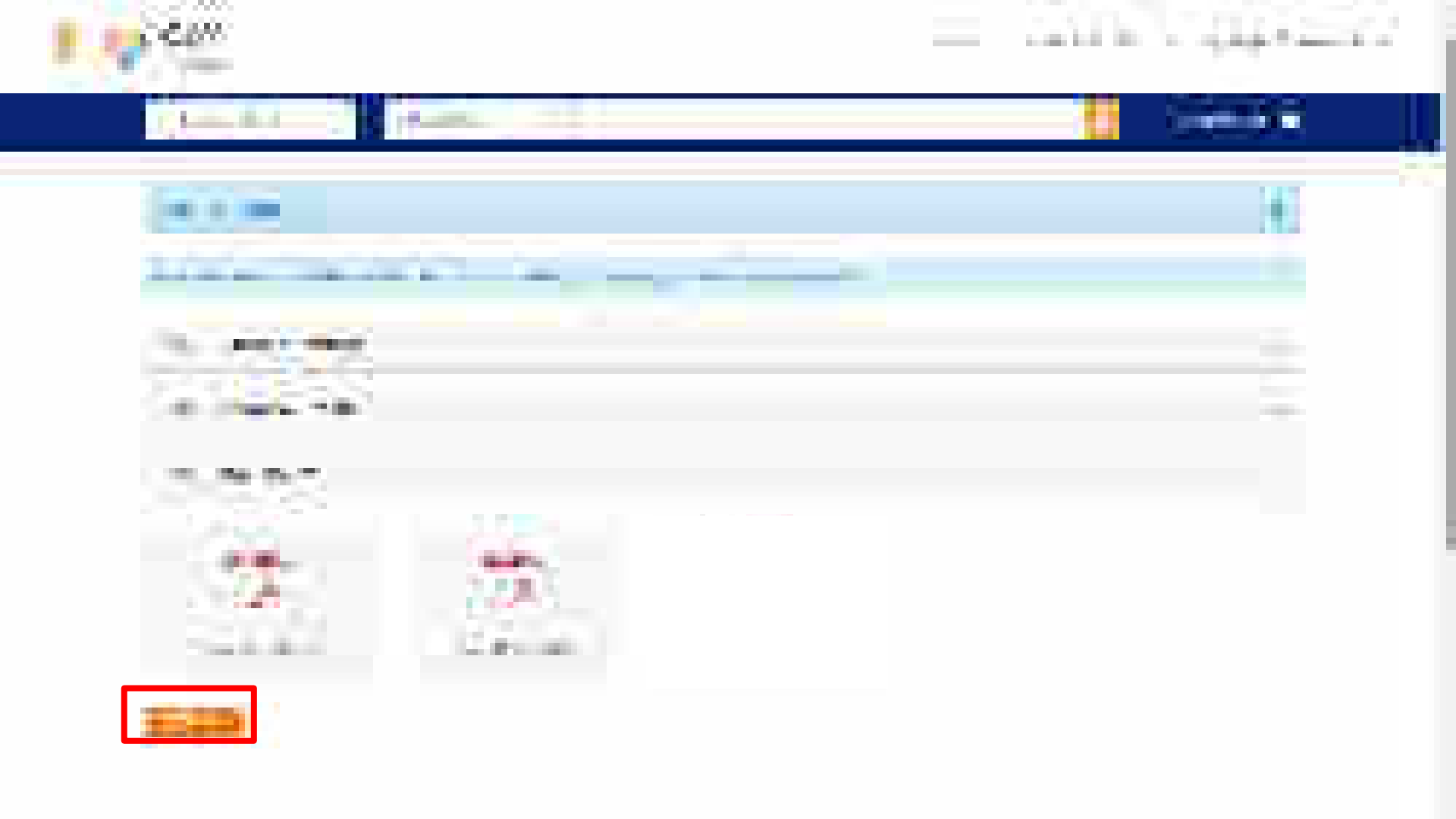


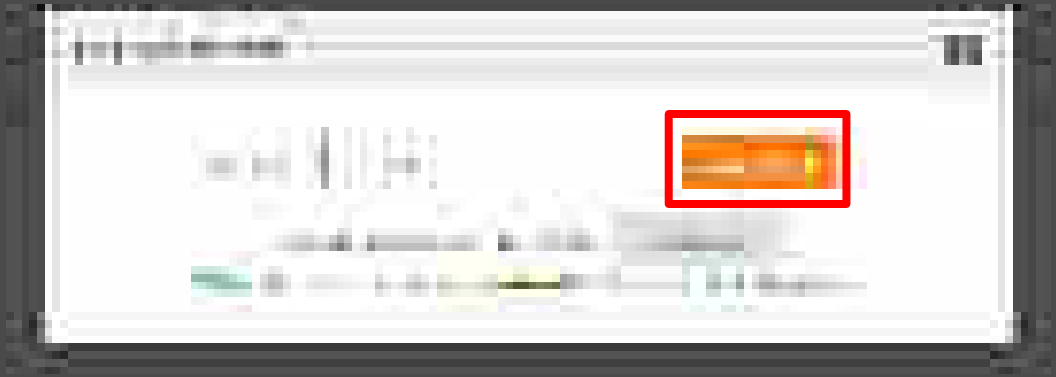












Bid Creation – Product

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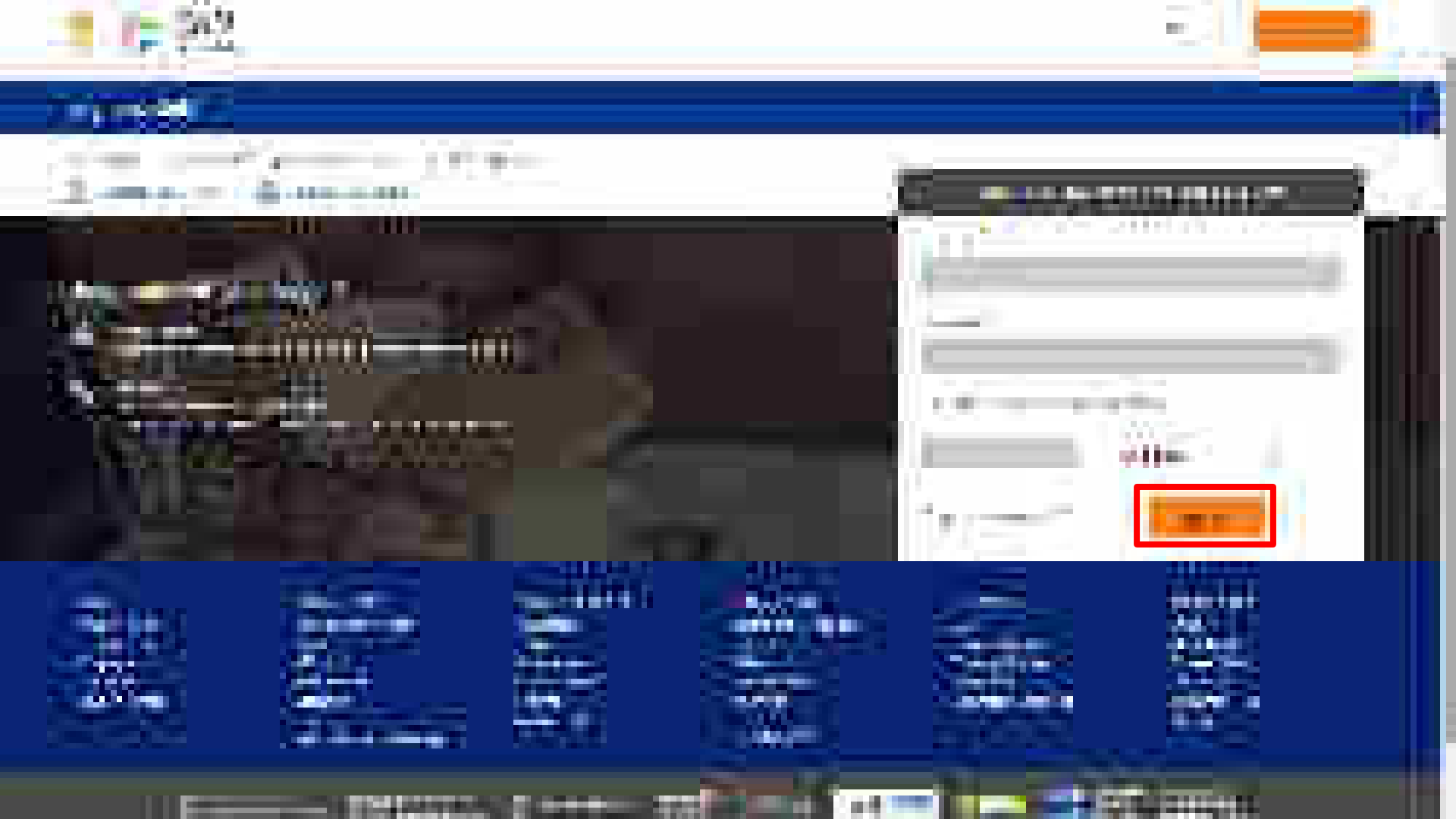
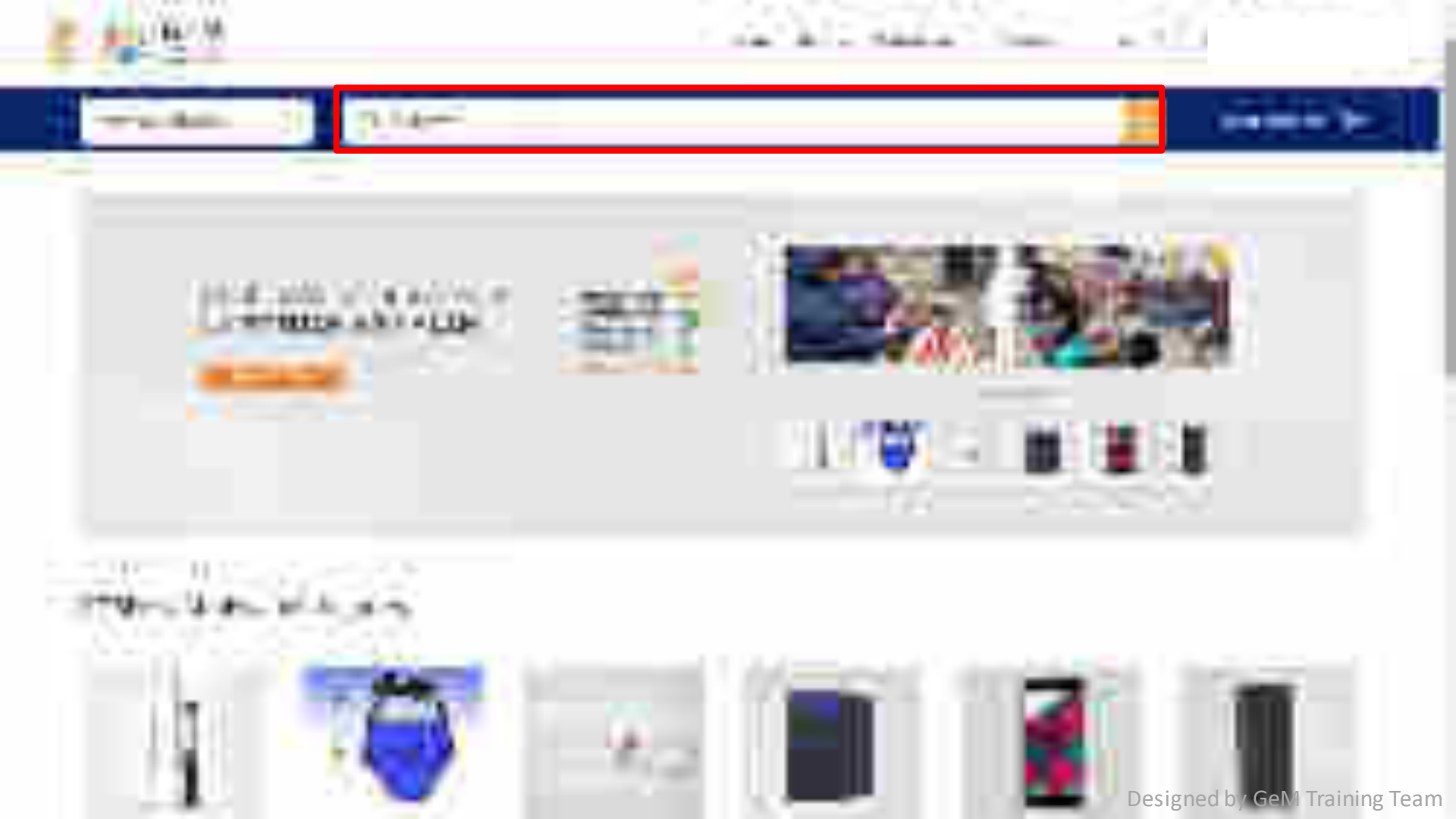
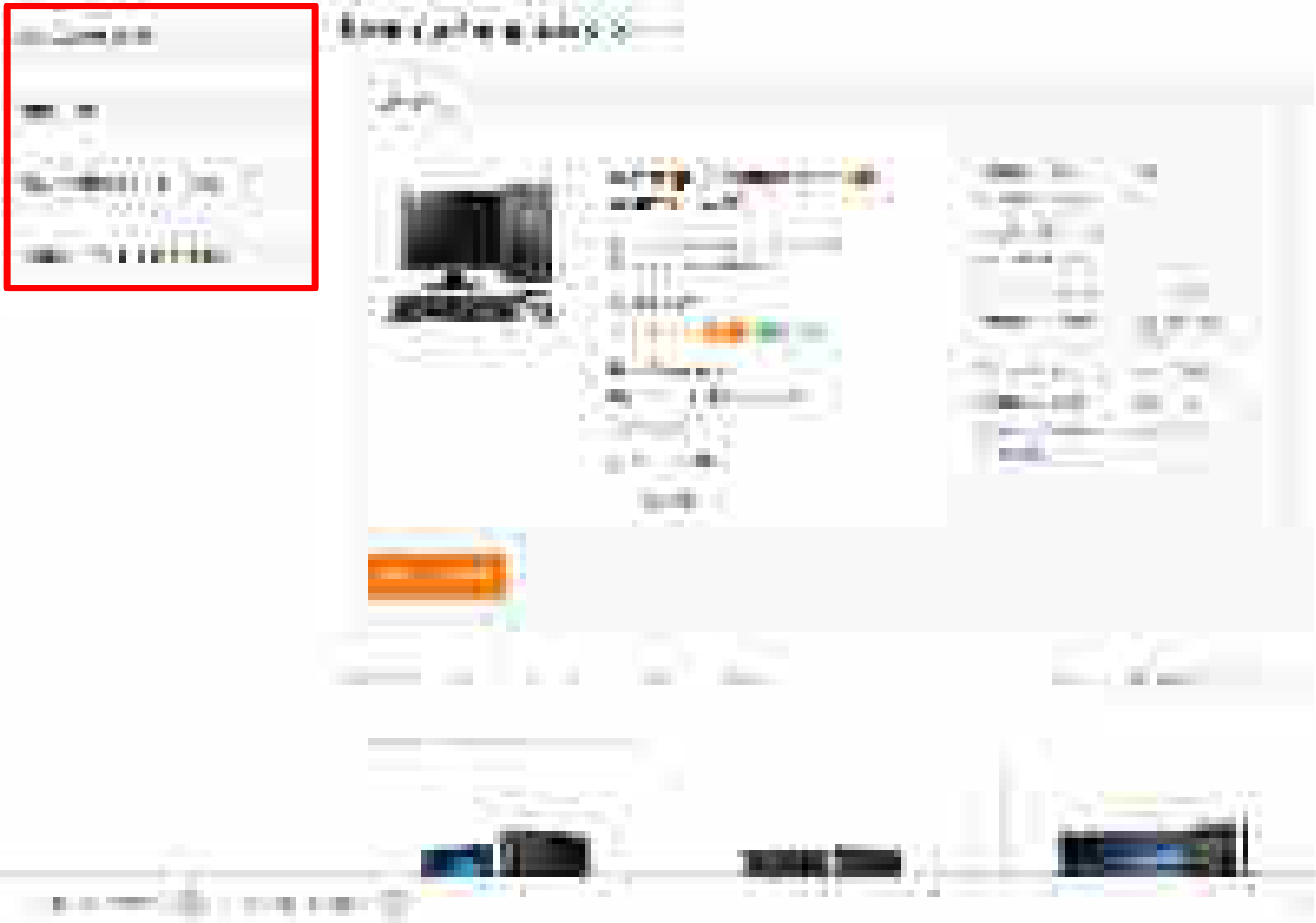


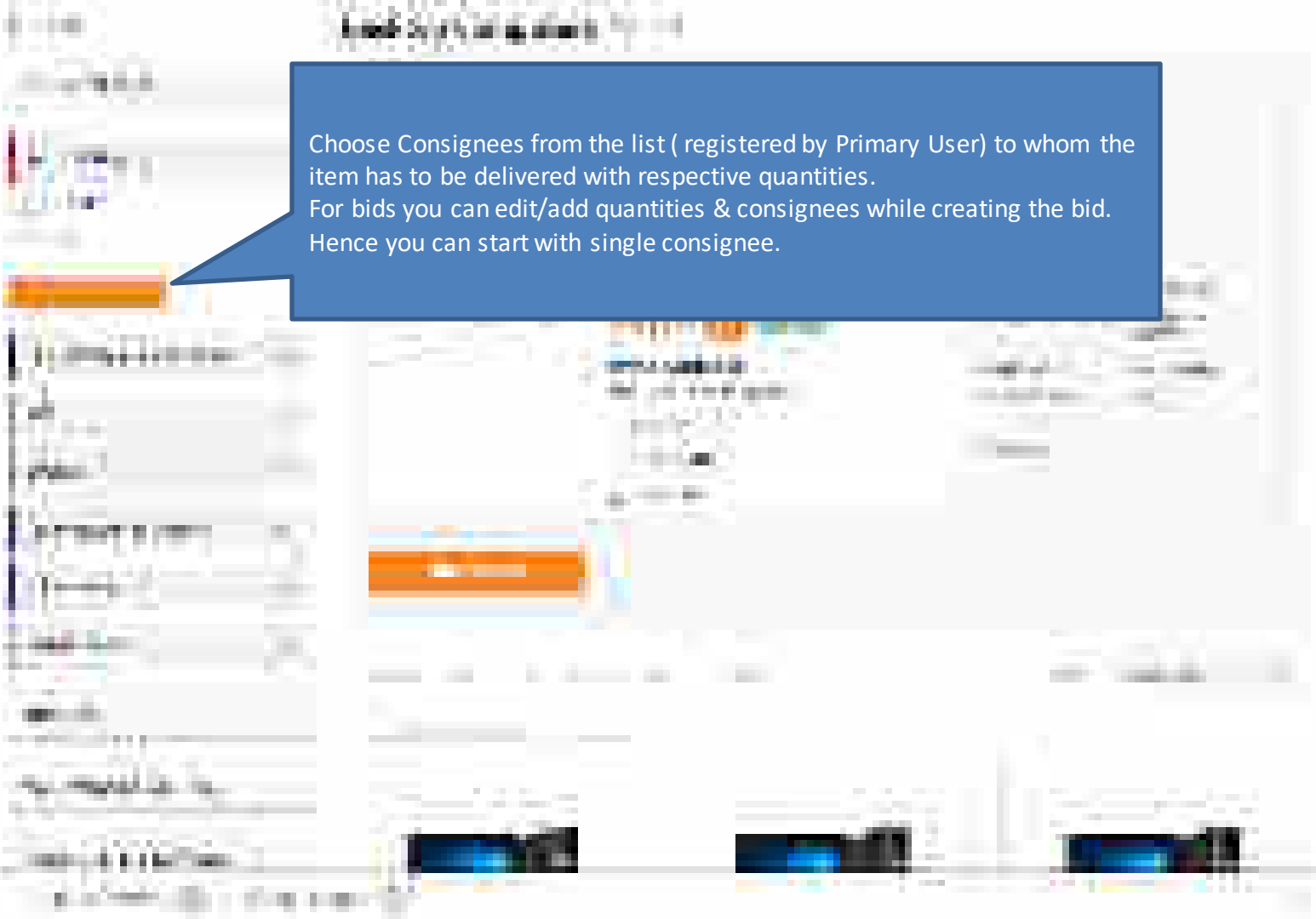




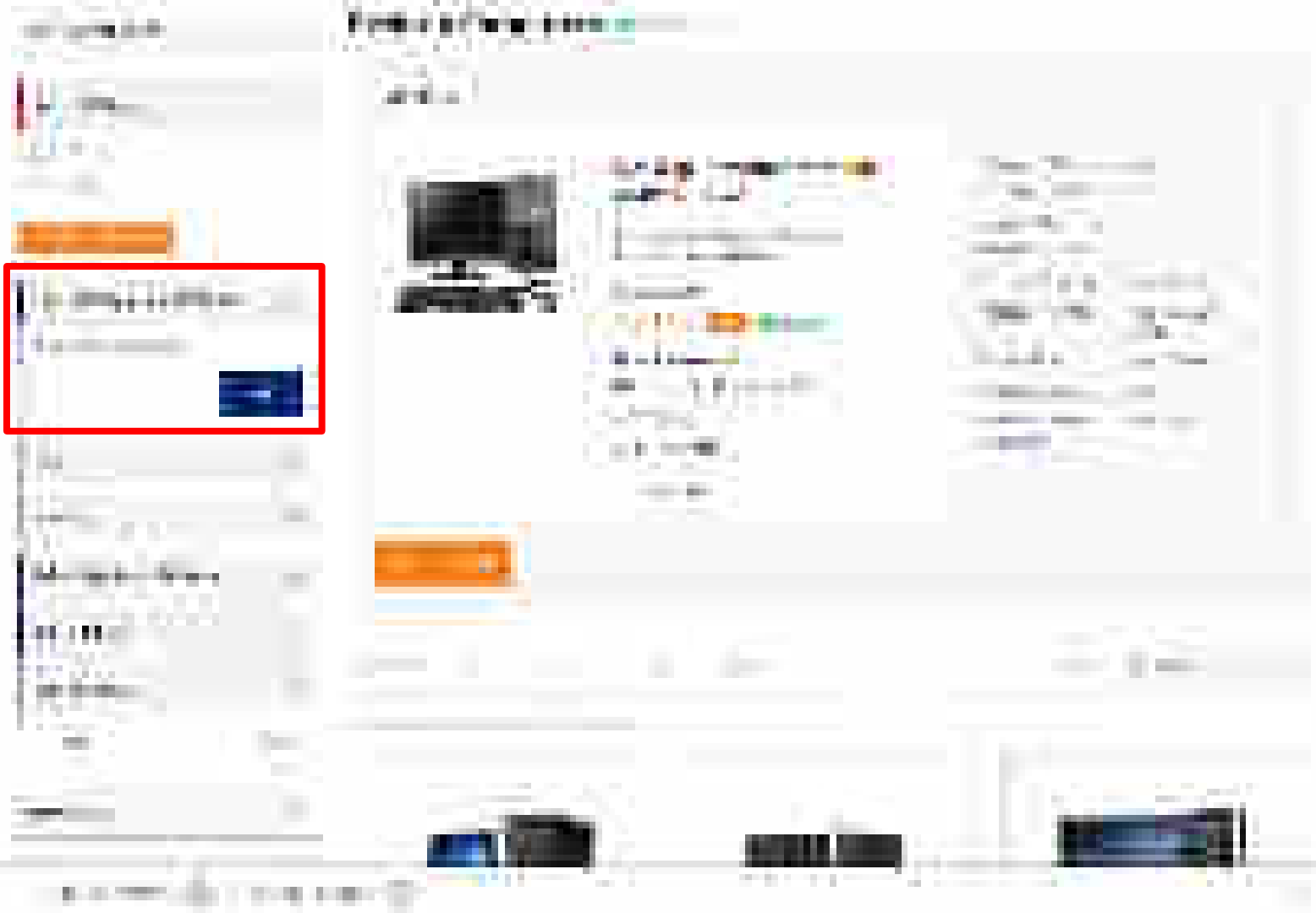
Choose if objective is to go for BID (ONLY BID). On choosing the option you will be able to browse through all products in the market without any restriction. Moreover, you can edit/add quantities & consignees while creating bid. Hence you can start with single consignee and single quantity.

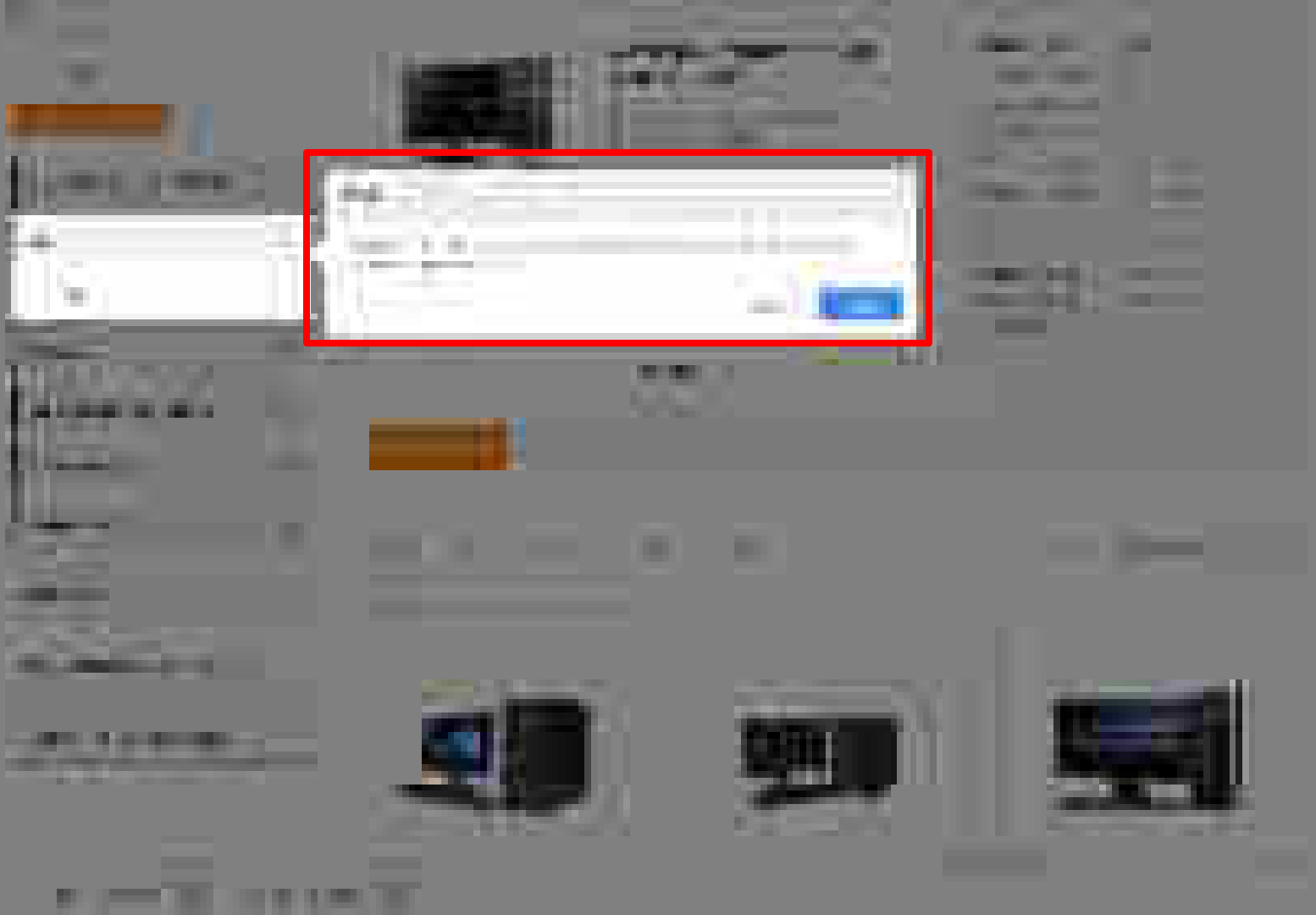
Please Note : Incase Buyer selects Bid/RA as intent of Buying, then they will be asked to select a value for all Golden Parameters in the category

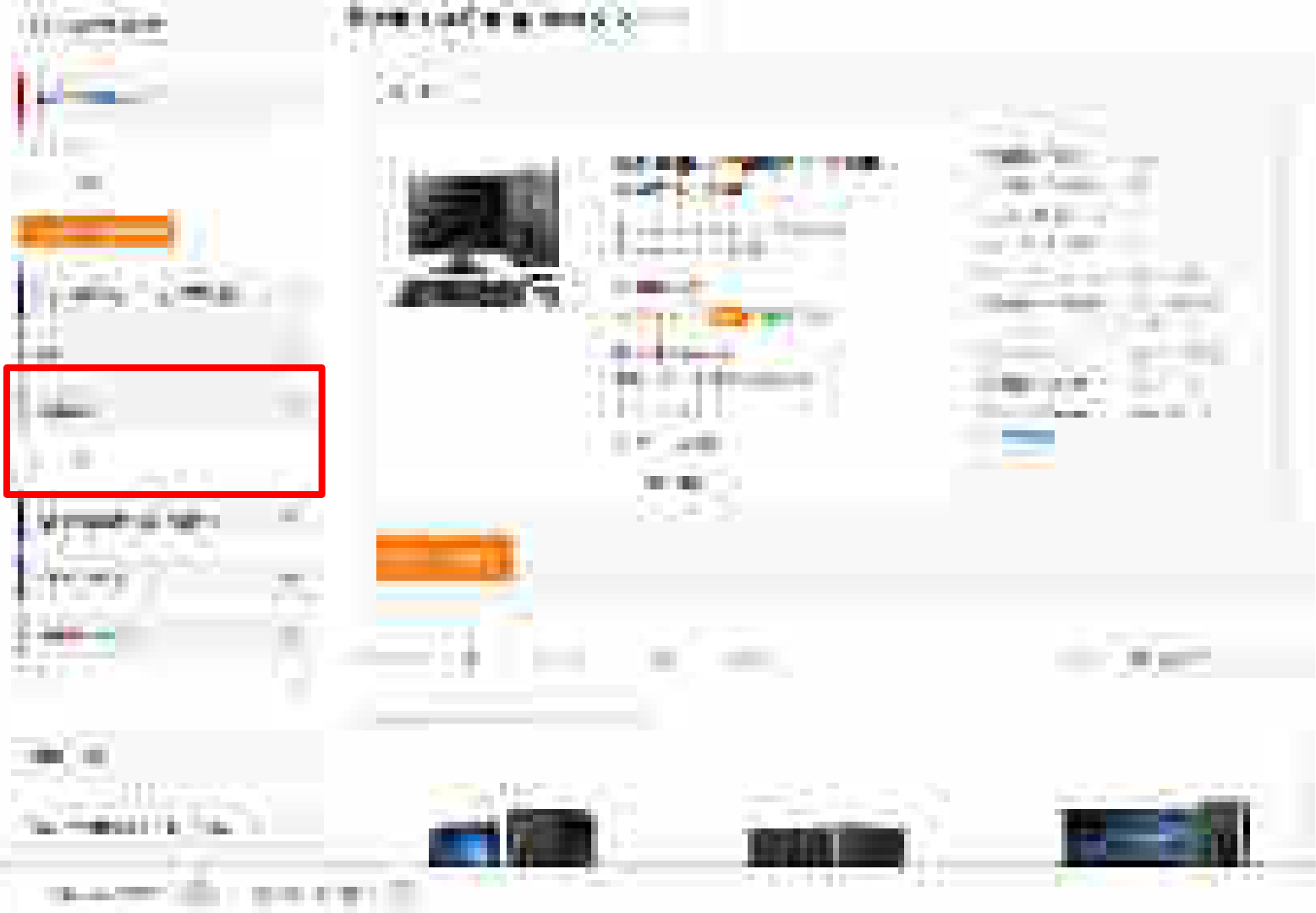
Choose PAC buying If you want to buy any specific OEM's product.
PAC buying needs specific approval of competent authority and bid submissions will be only for the selected make and model.
Multiple make and model selection is not allowed at the same time.

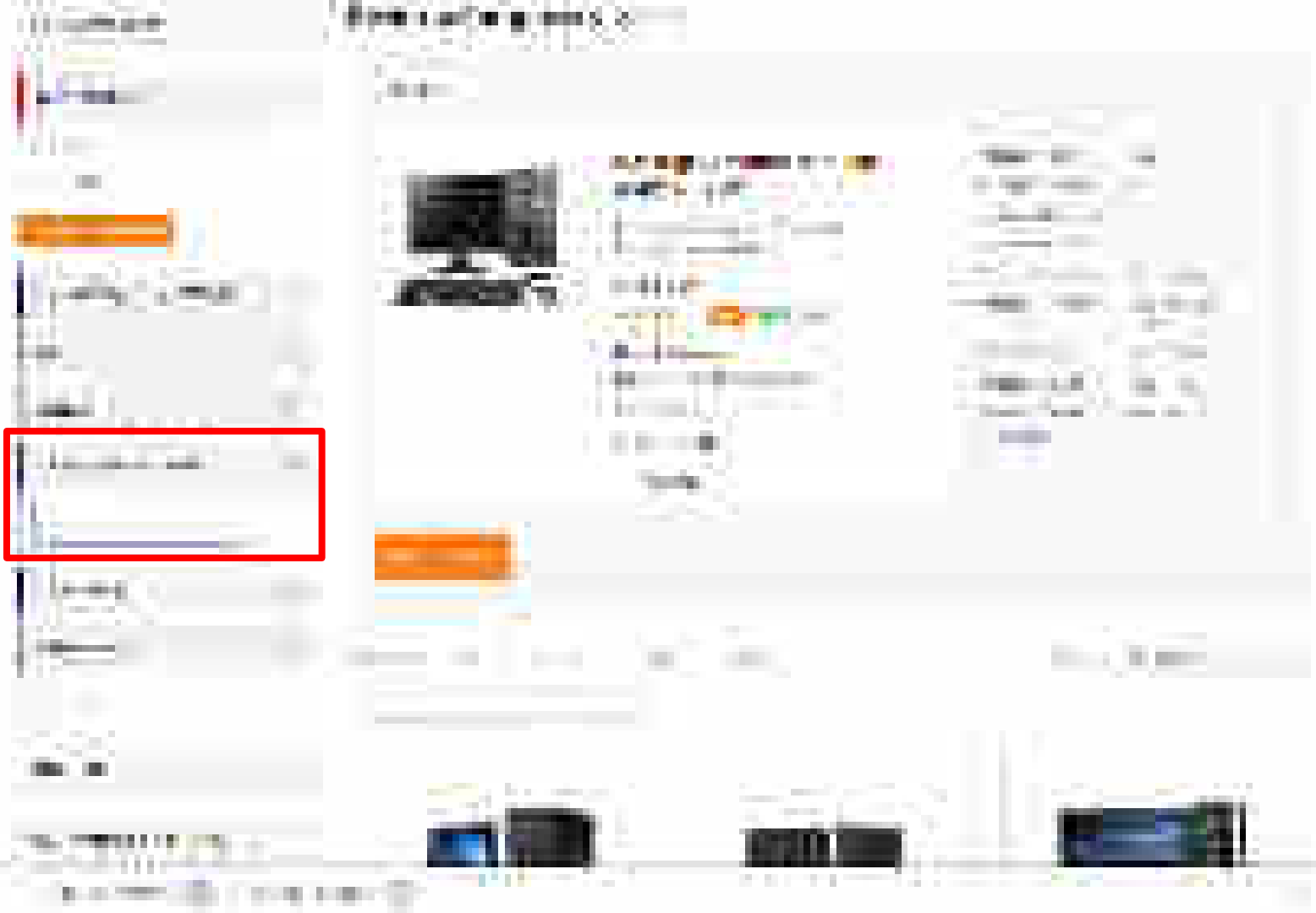


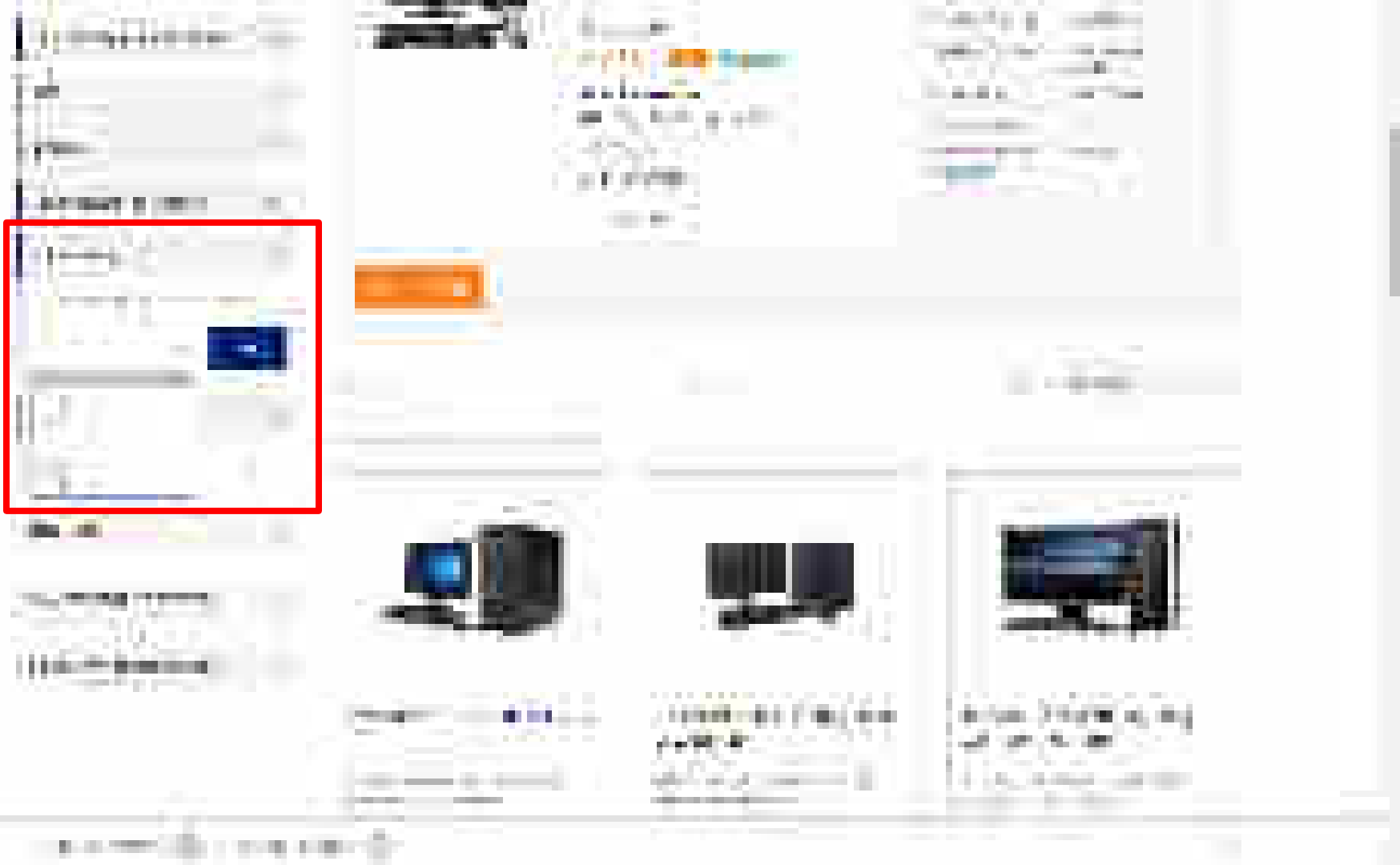
Choose Consignees from the list (registered by Primary User) to whom the item has to be delivered with respective quantities.
For bids you can edit/add quantities & consignees while creating the bid.
Hence you can start with single consignee.

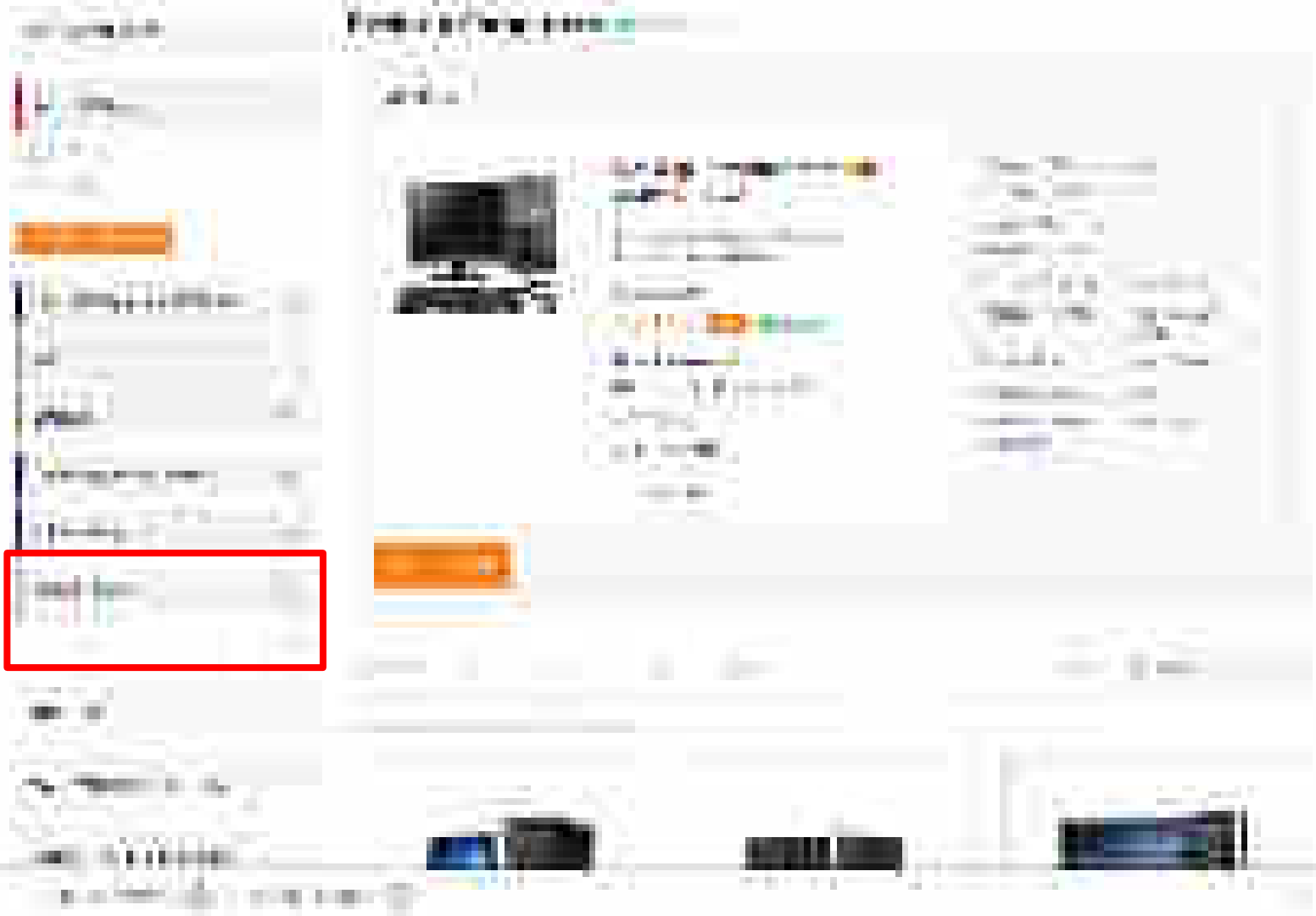


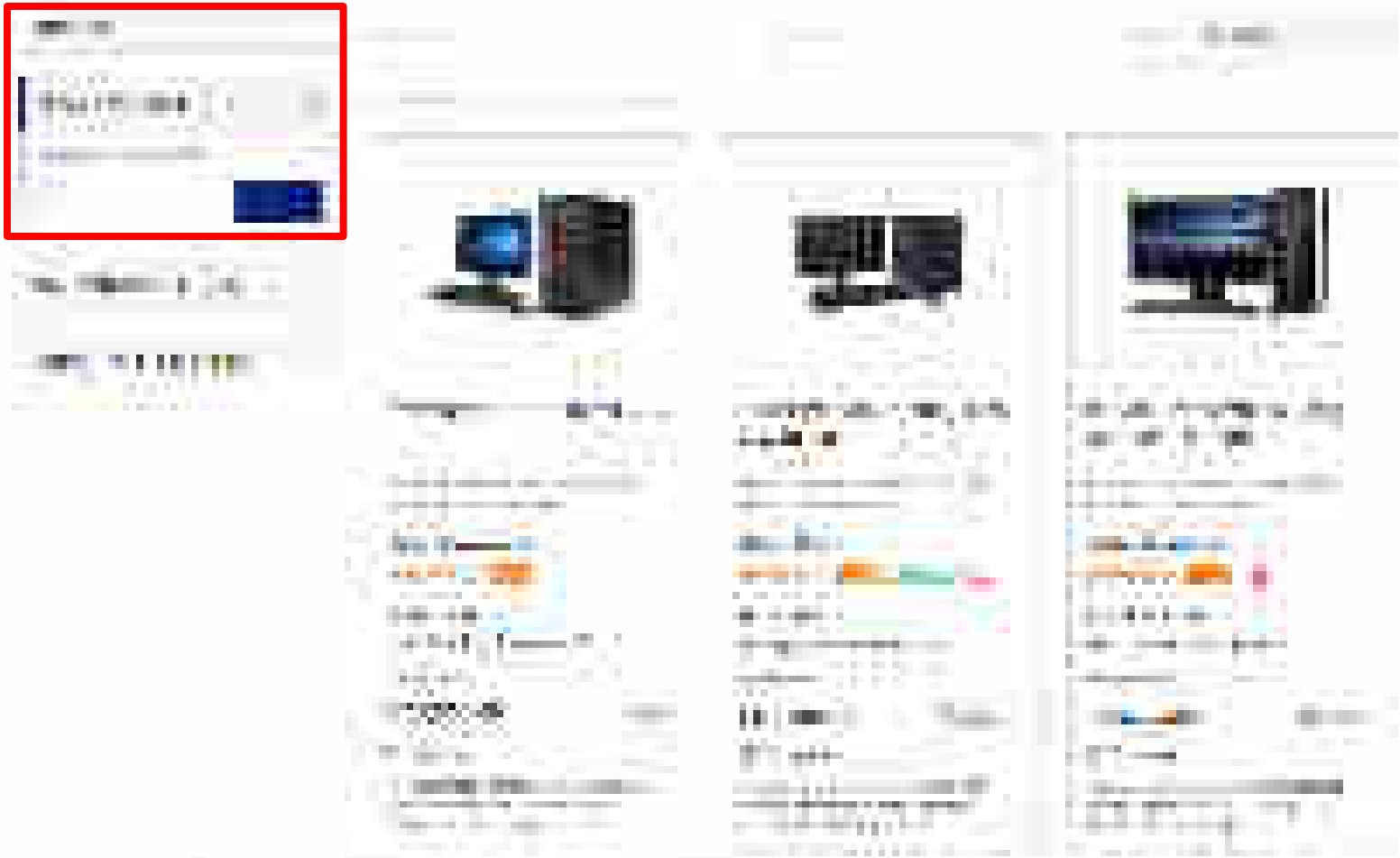


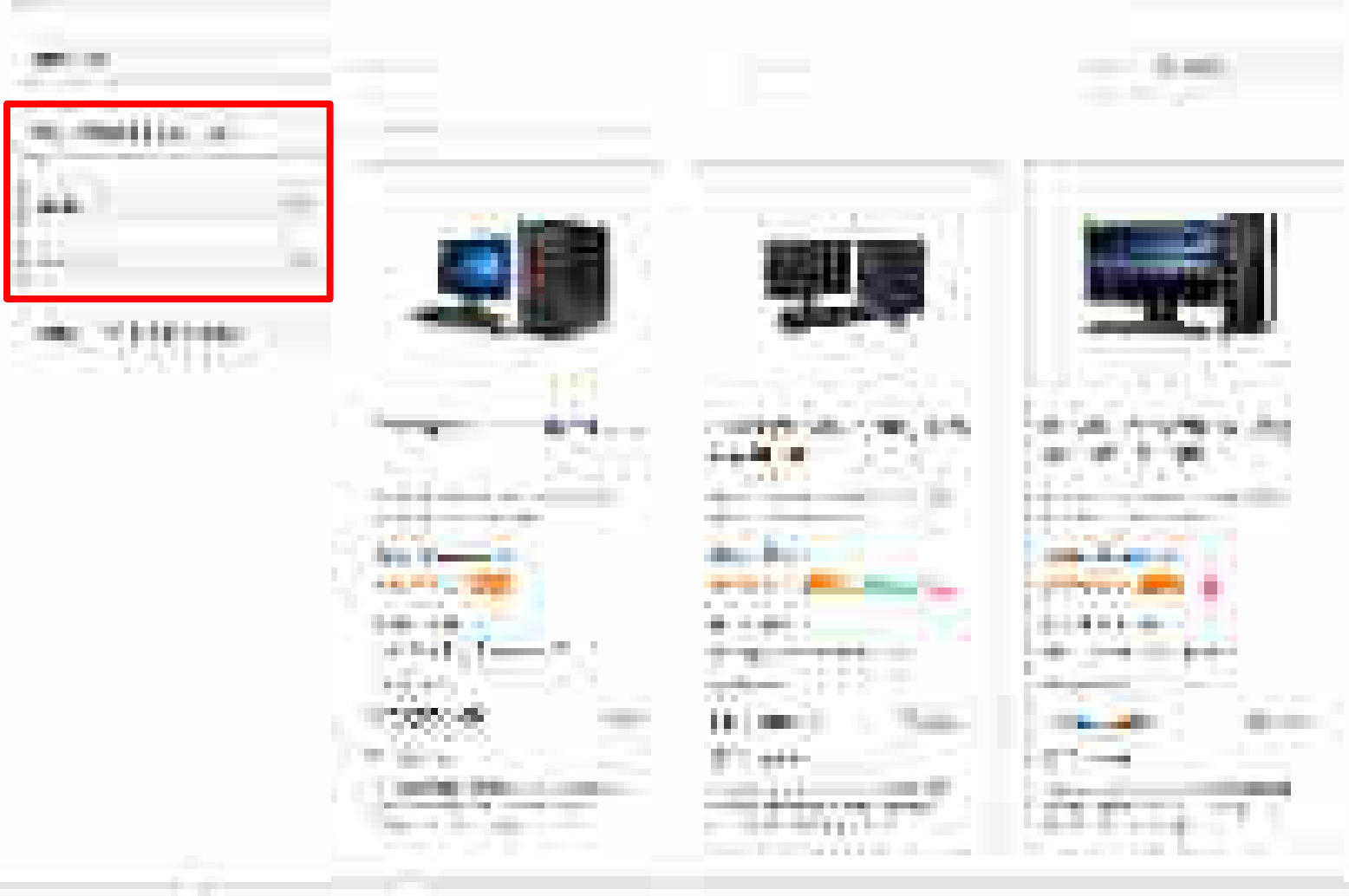


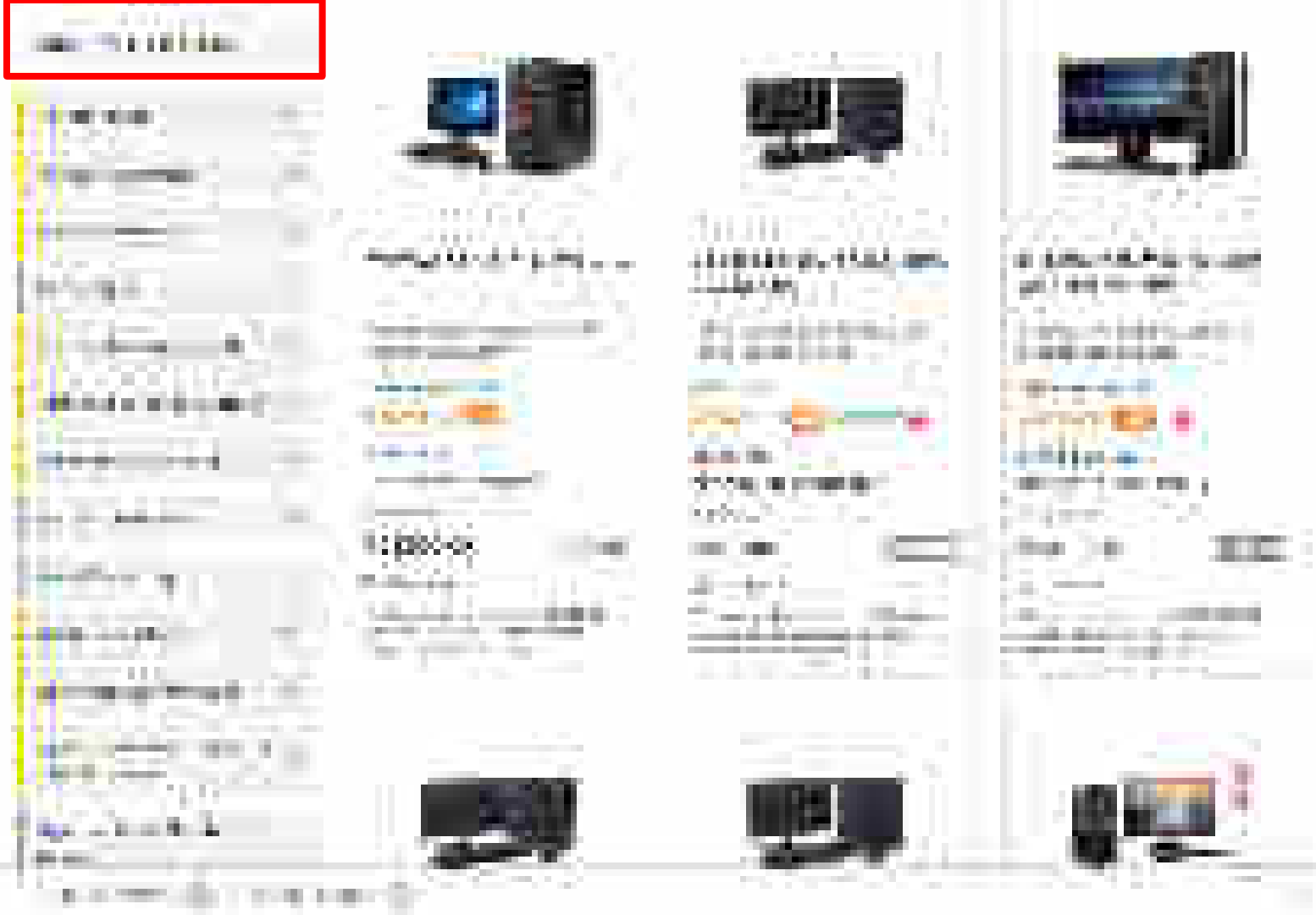


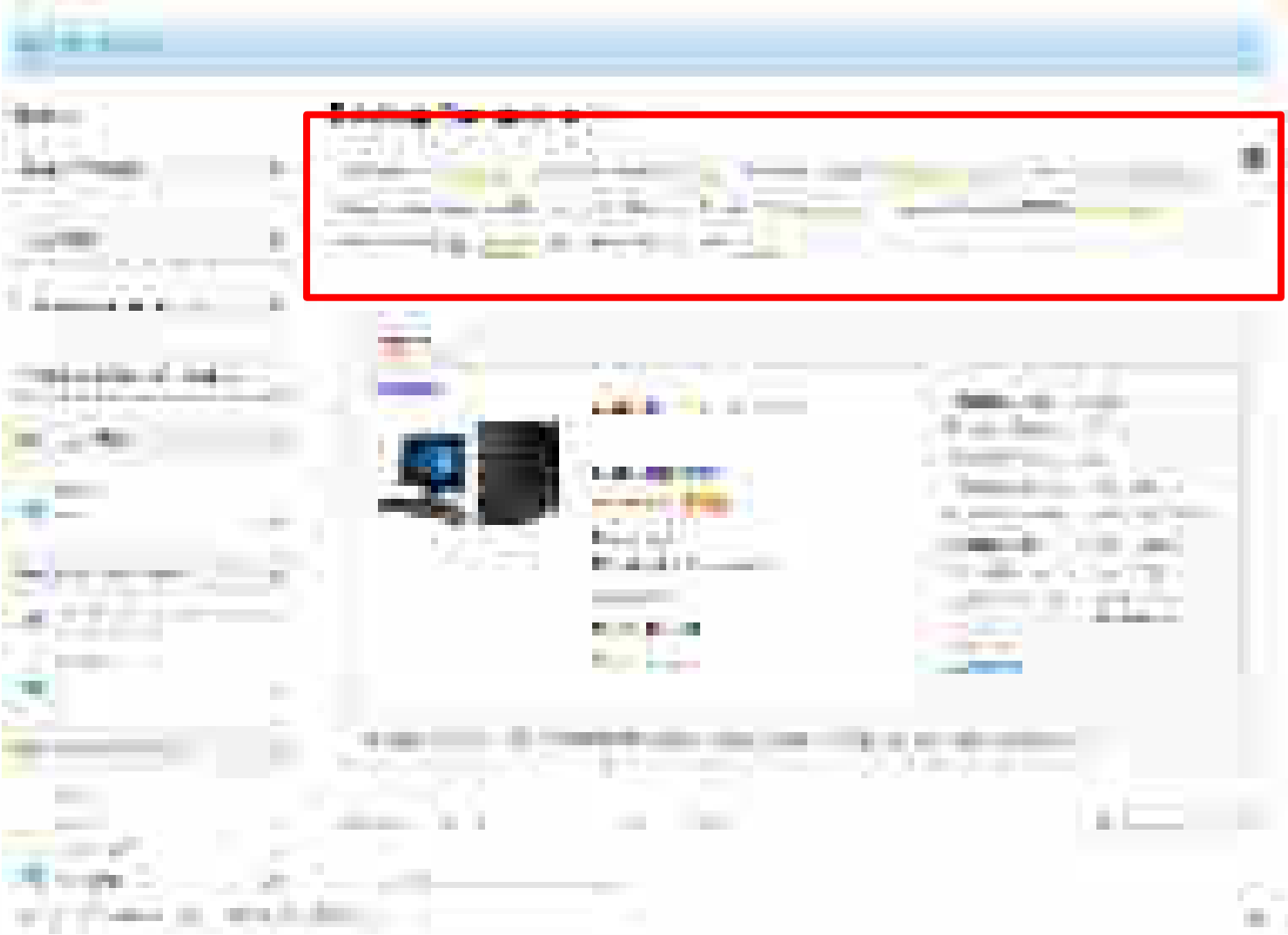


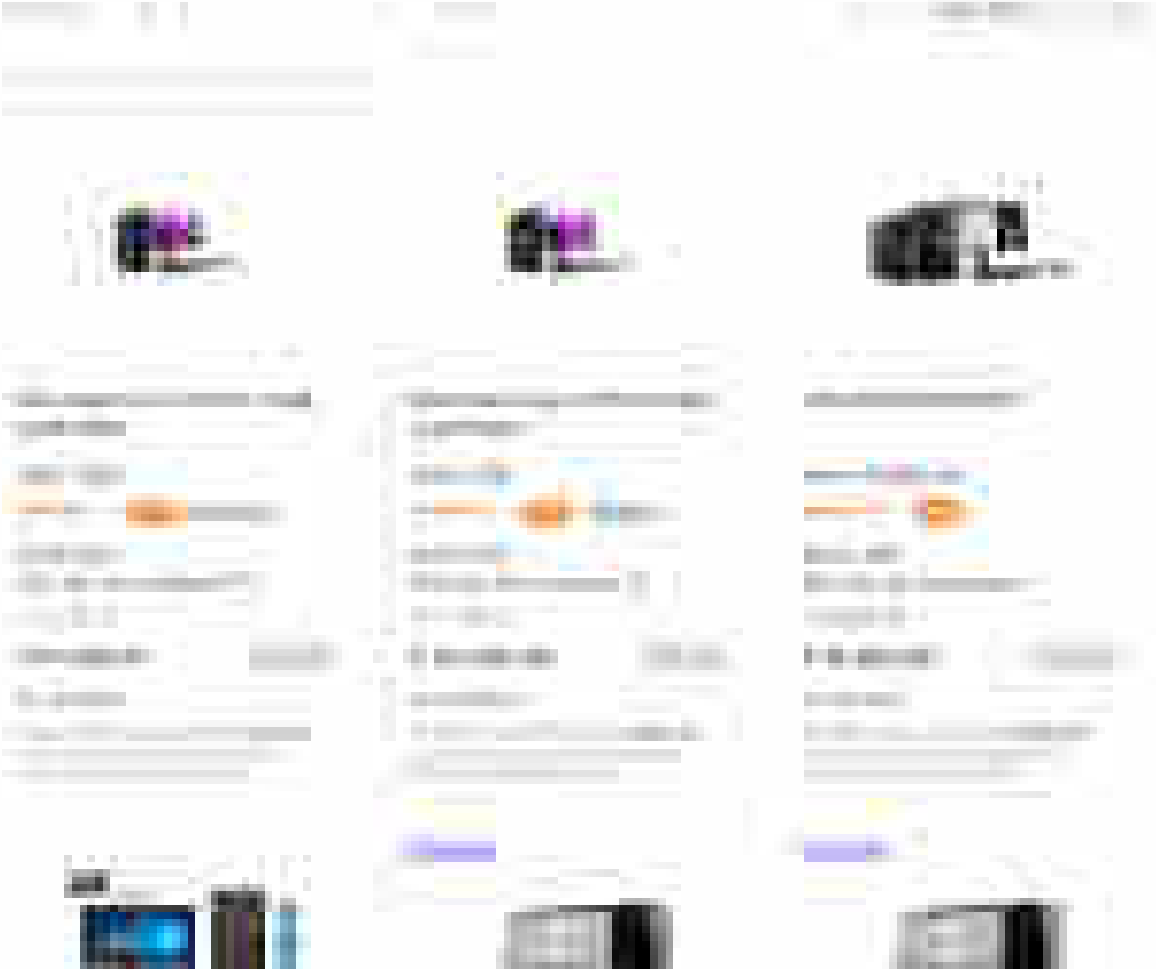


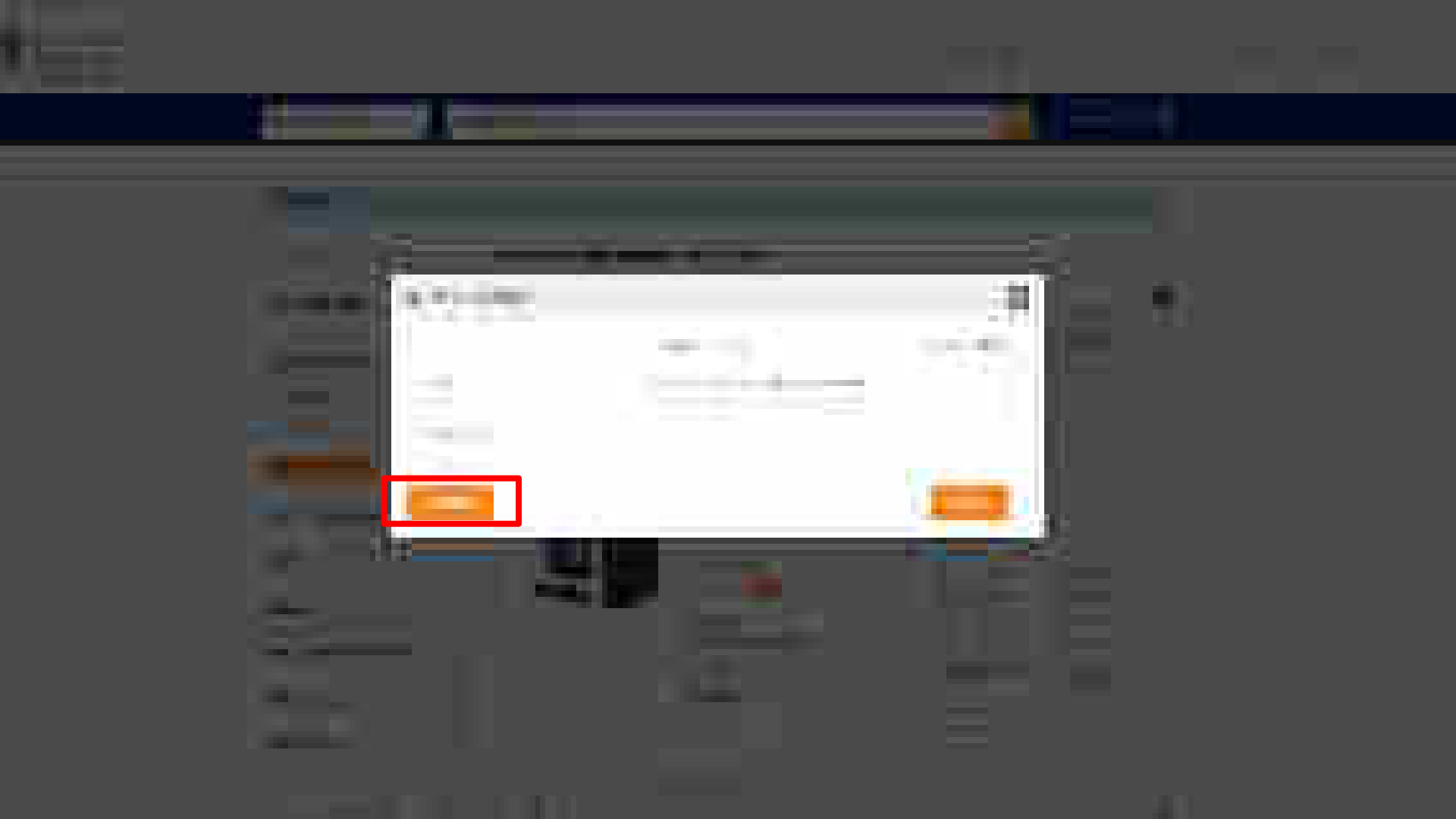


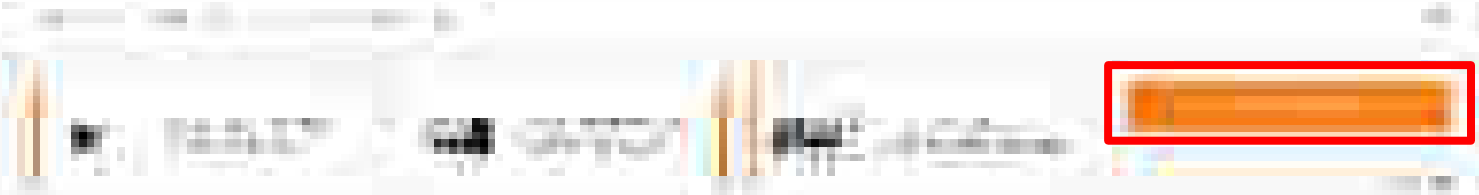












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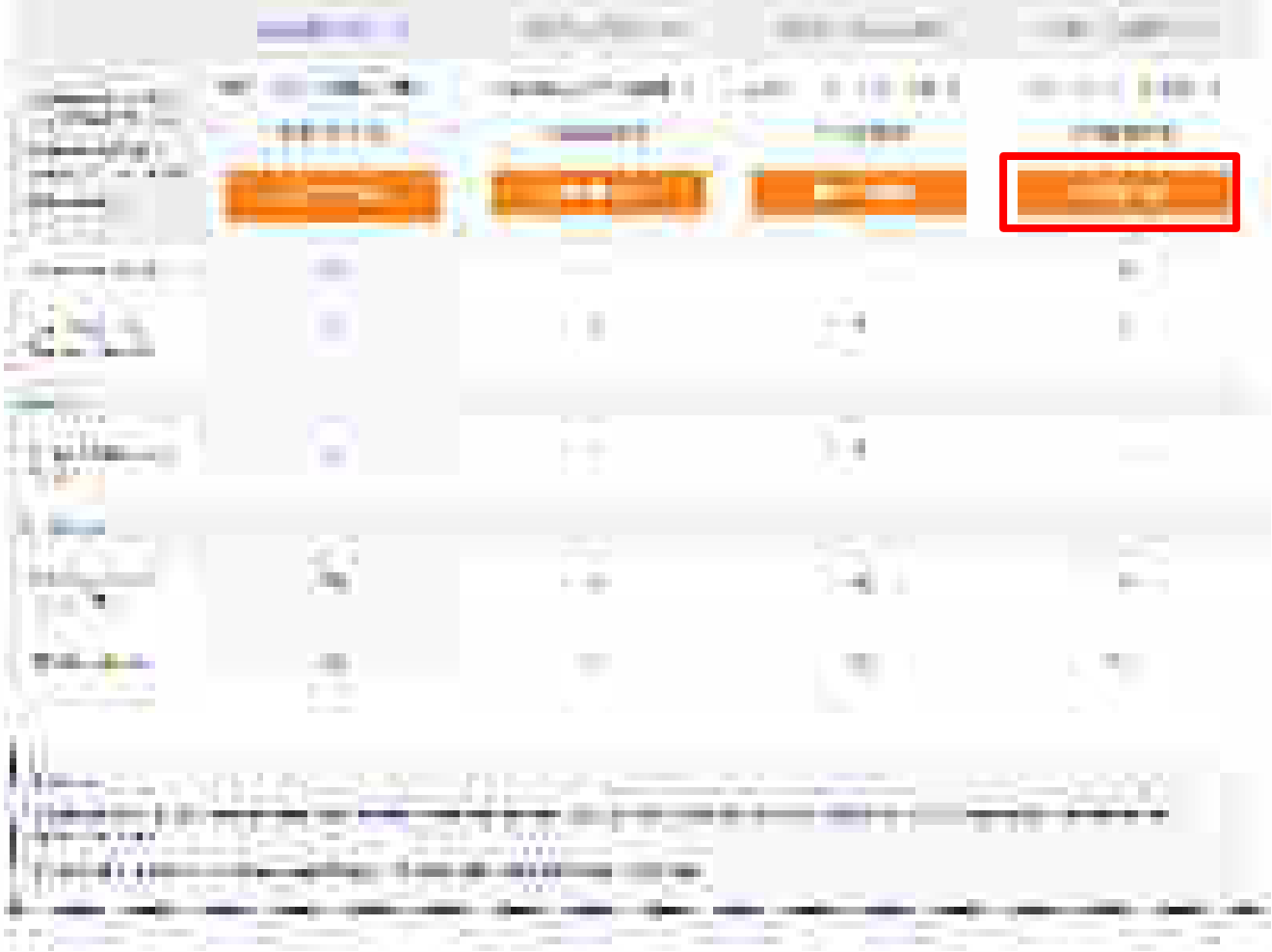
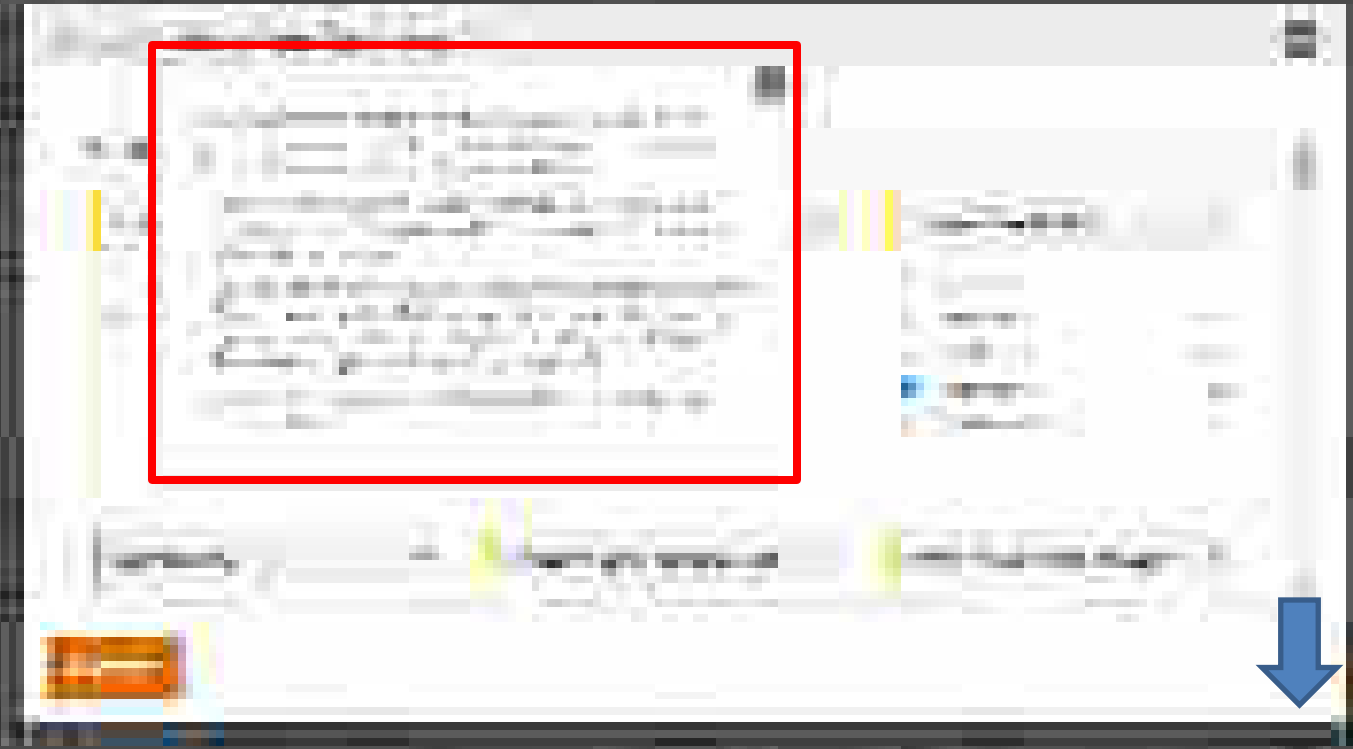
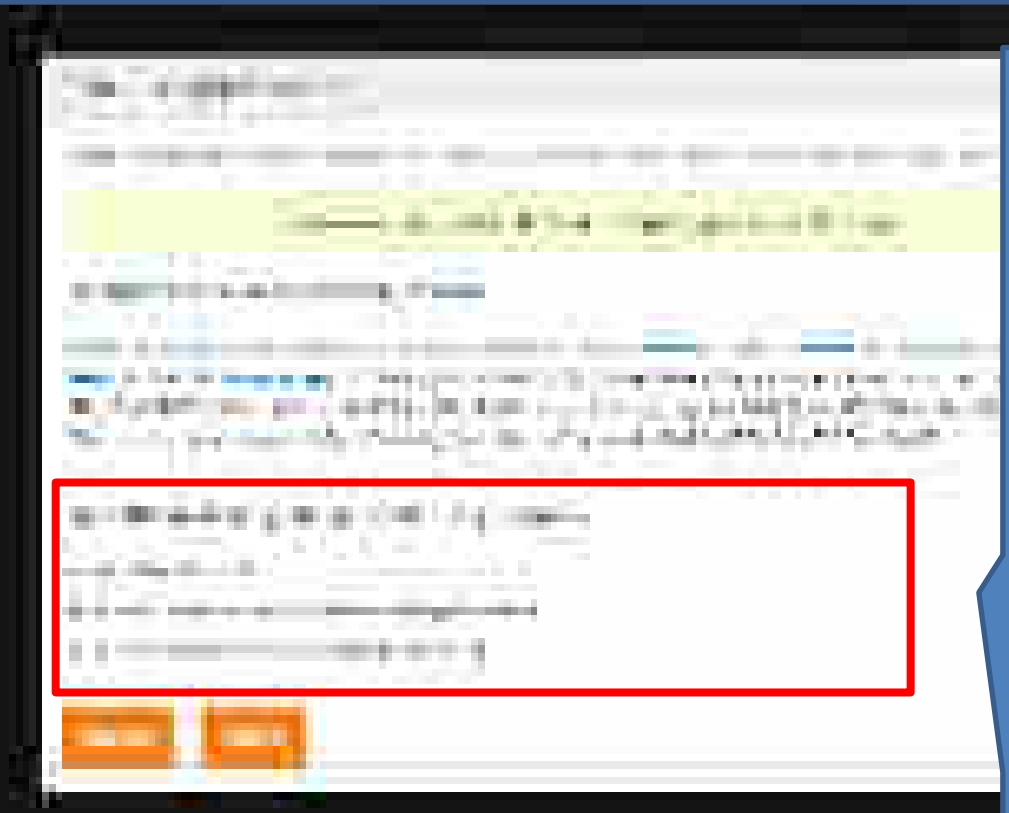


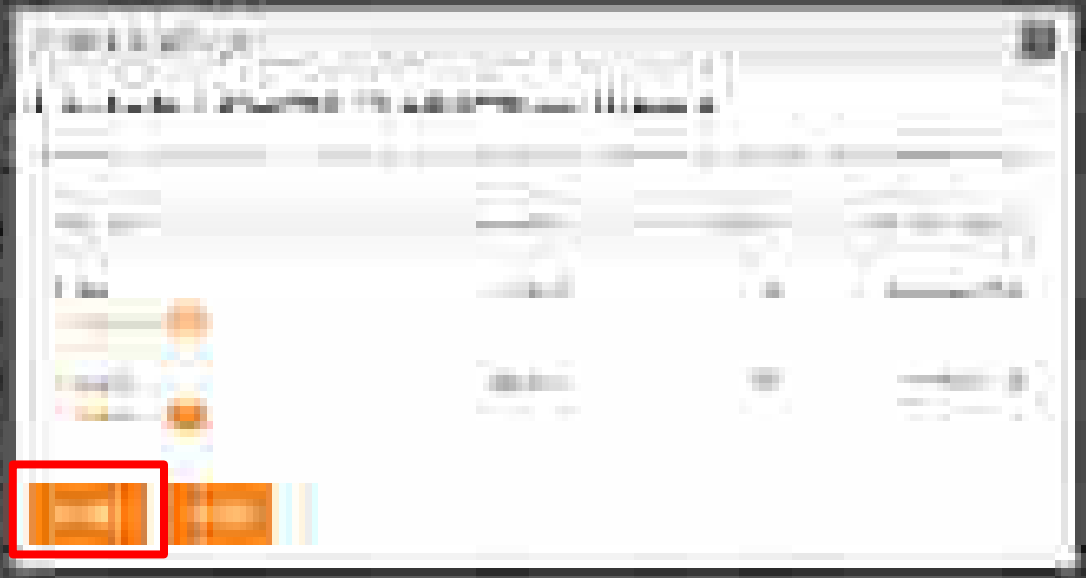


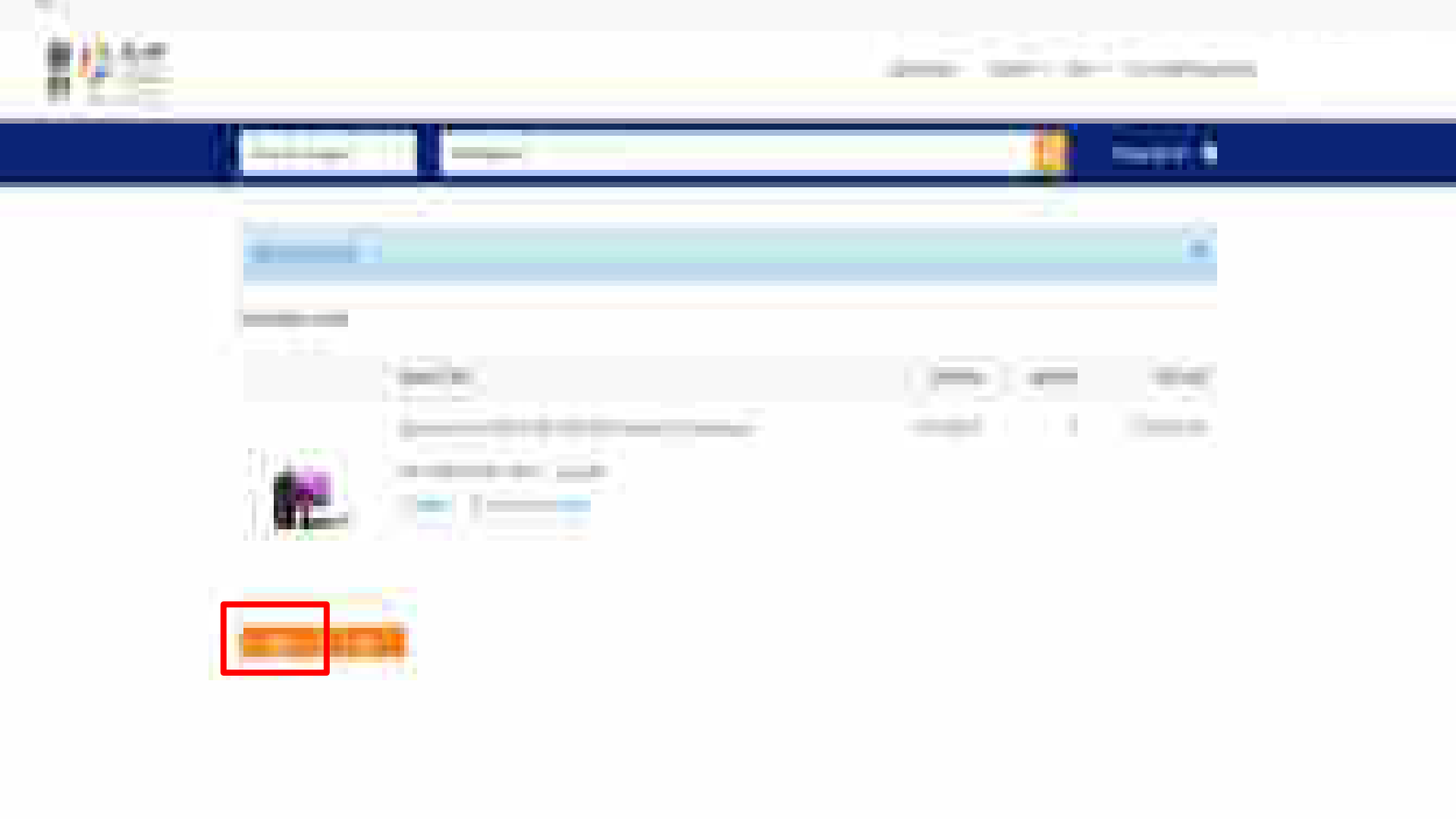

select a value for all Golden Parameters in the category

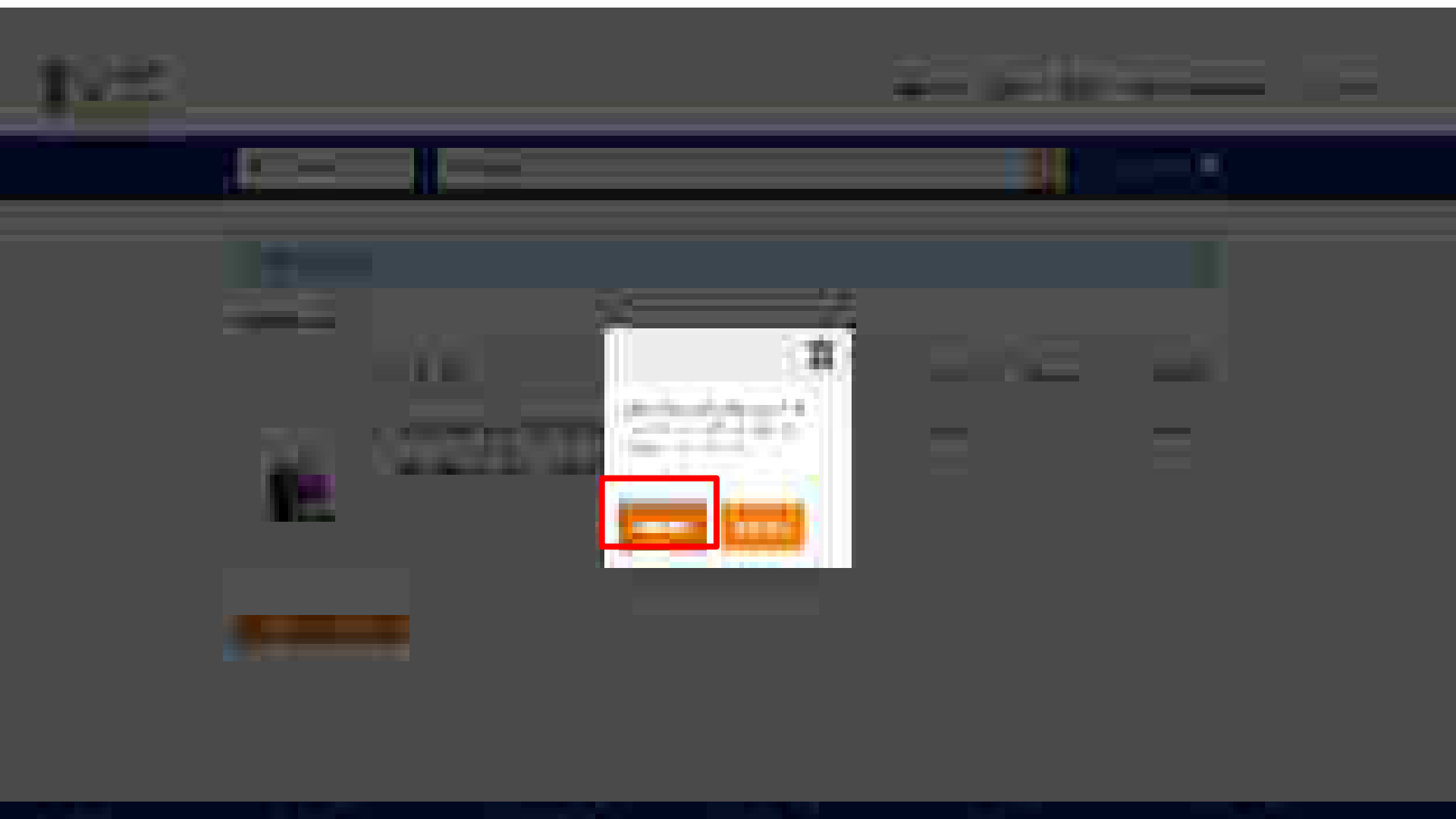
Buyer can proceed further after selecting their values or can use below options to select values accordingly for the remaining golden parameters.

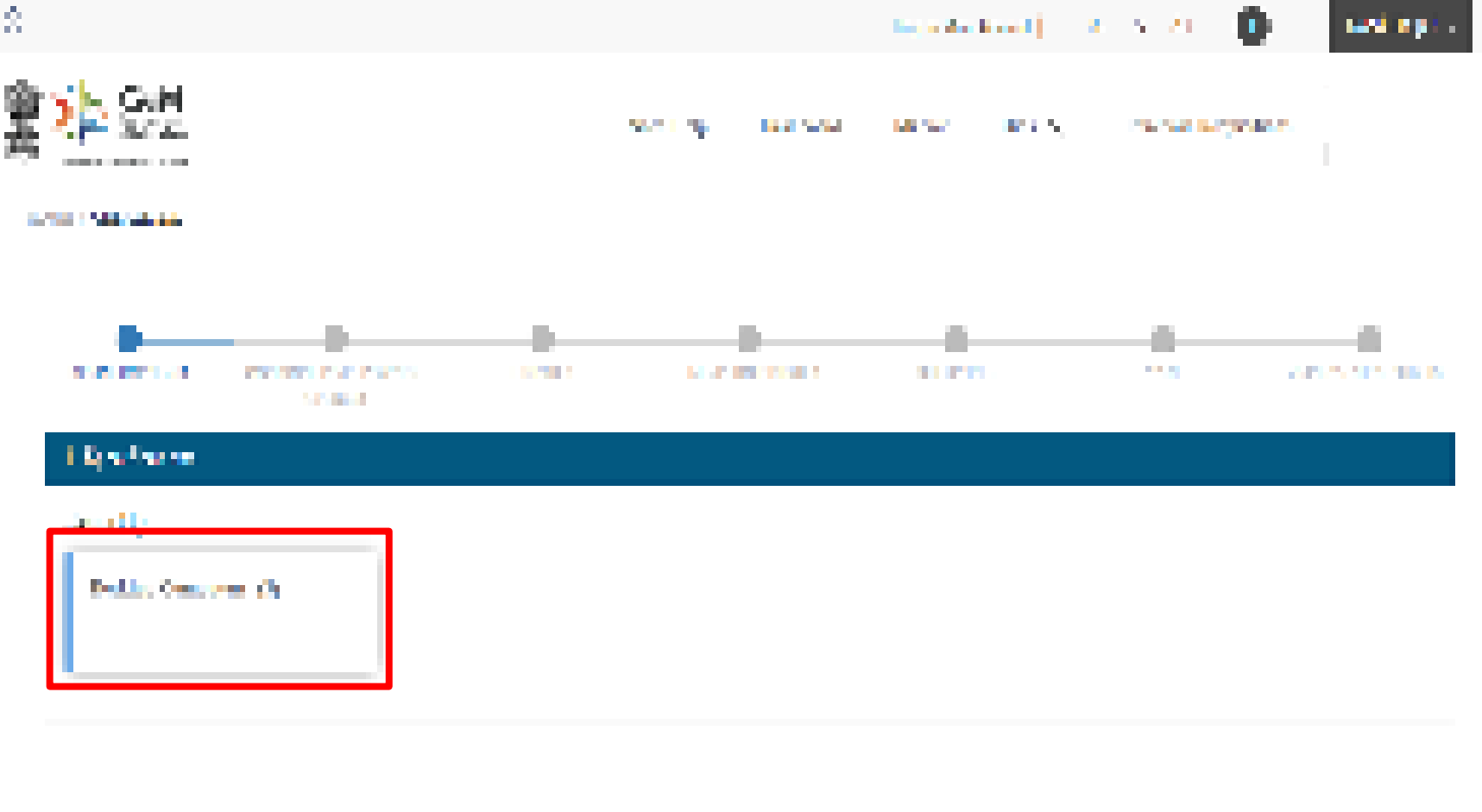


- **Allow Any Value(s):** will consider all values for remaining Golden Parameters.
- **Choose the selected Products values**: will consider selected products value as your choice for remaining golden parameters.
- **Manually choose values:** will take you back to the previous screen to select parameter values manually









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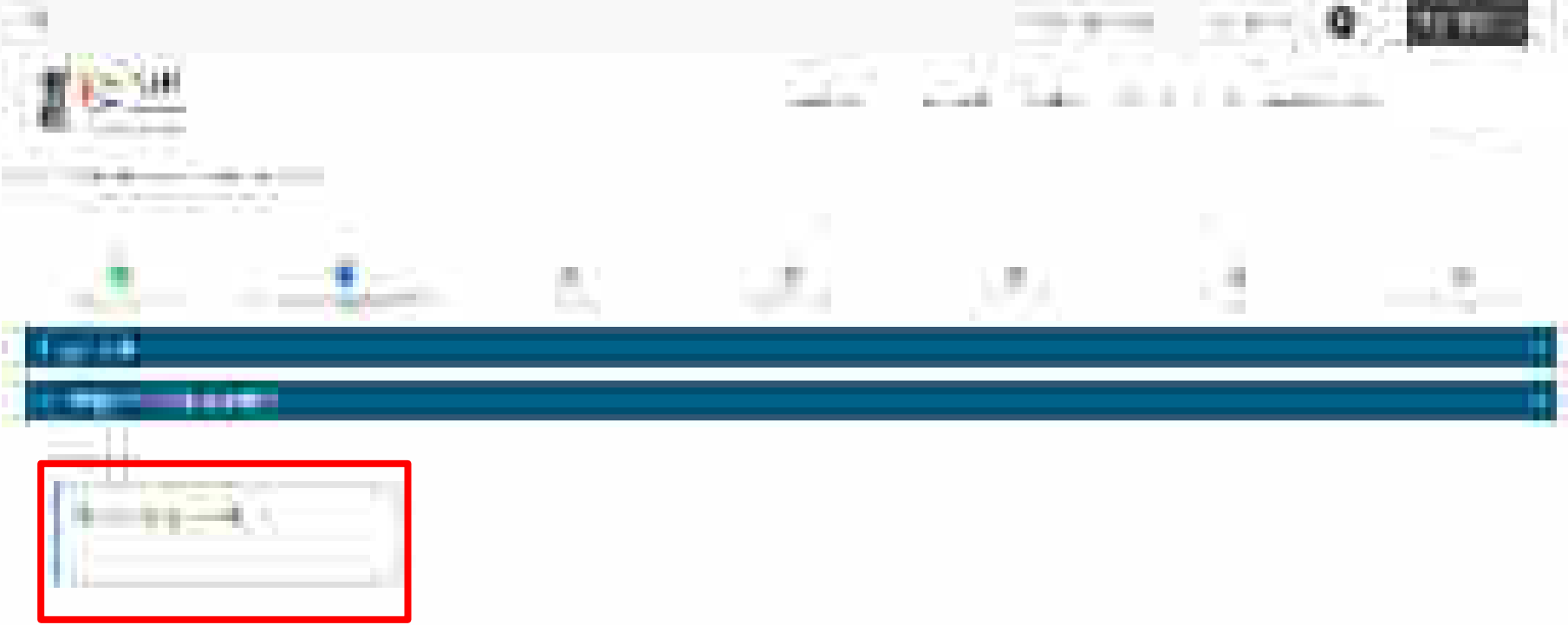
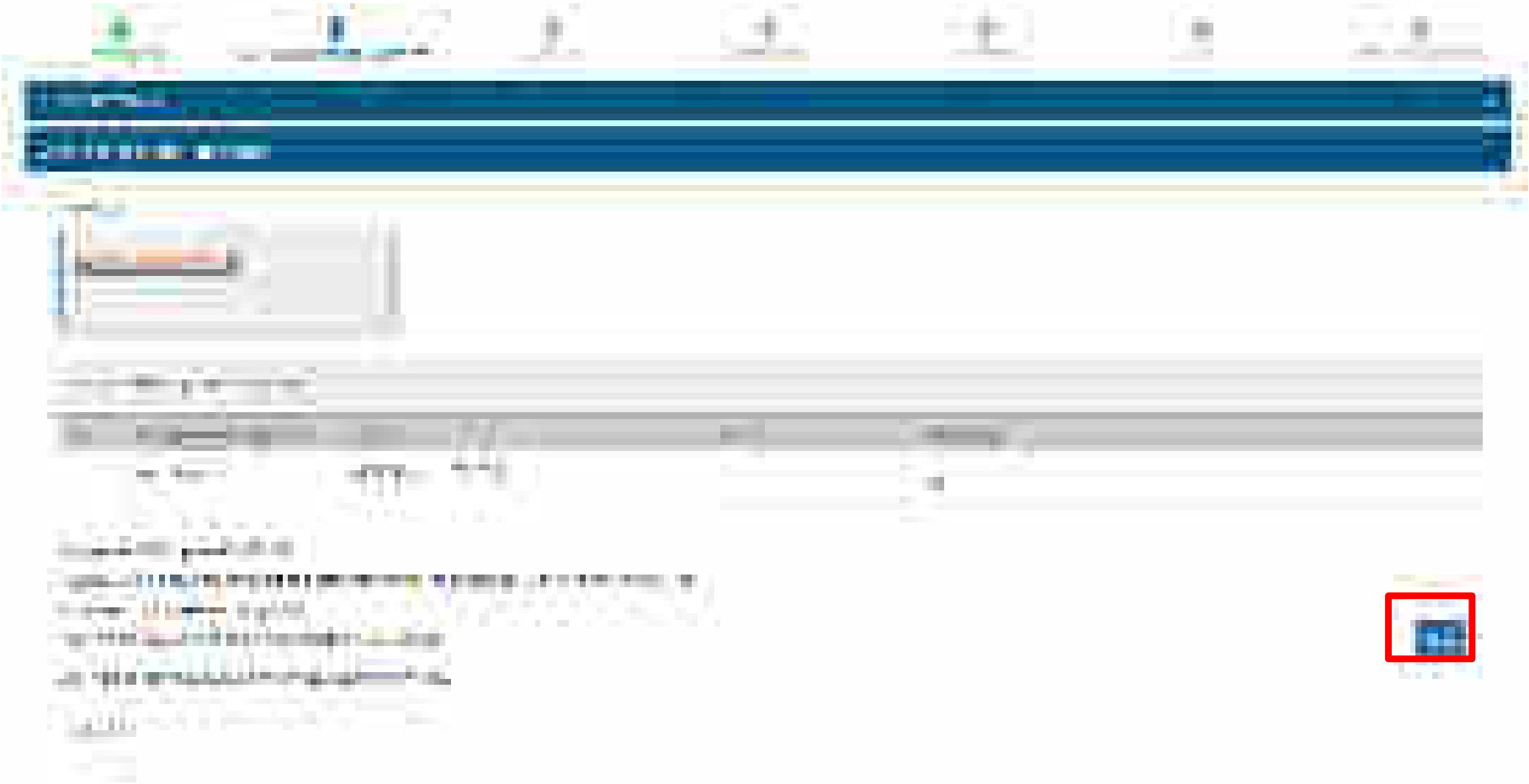
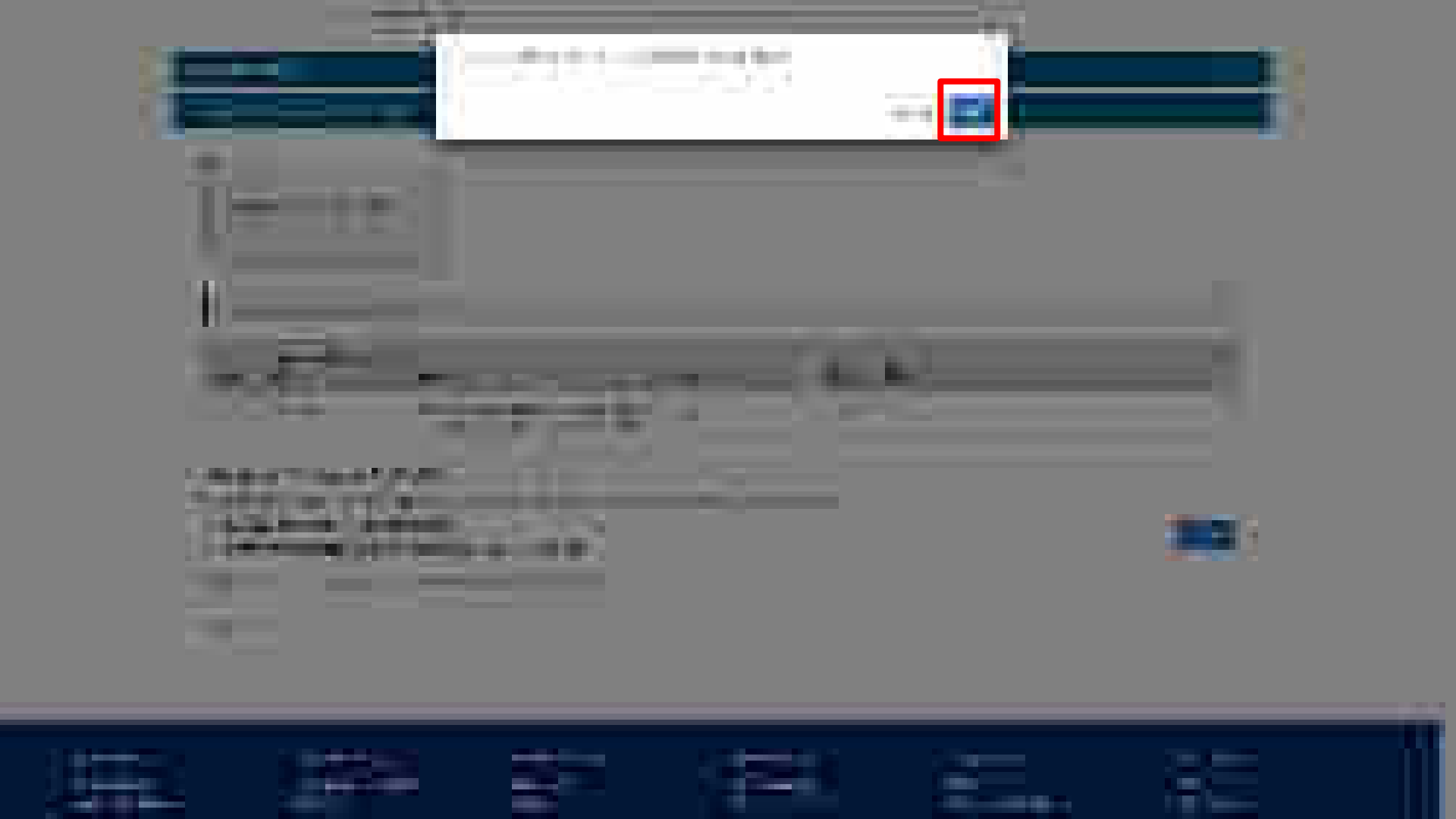
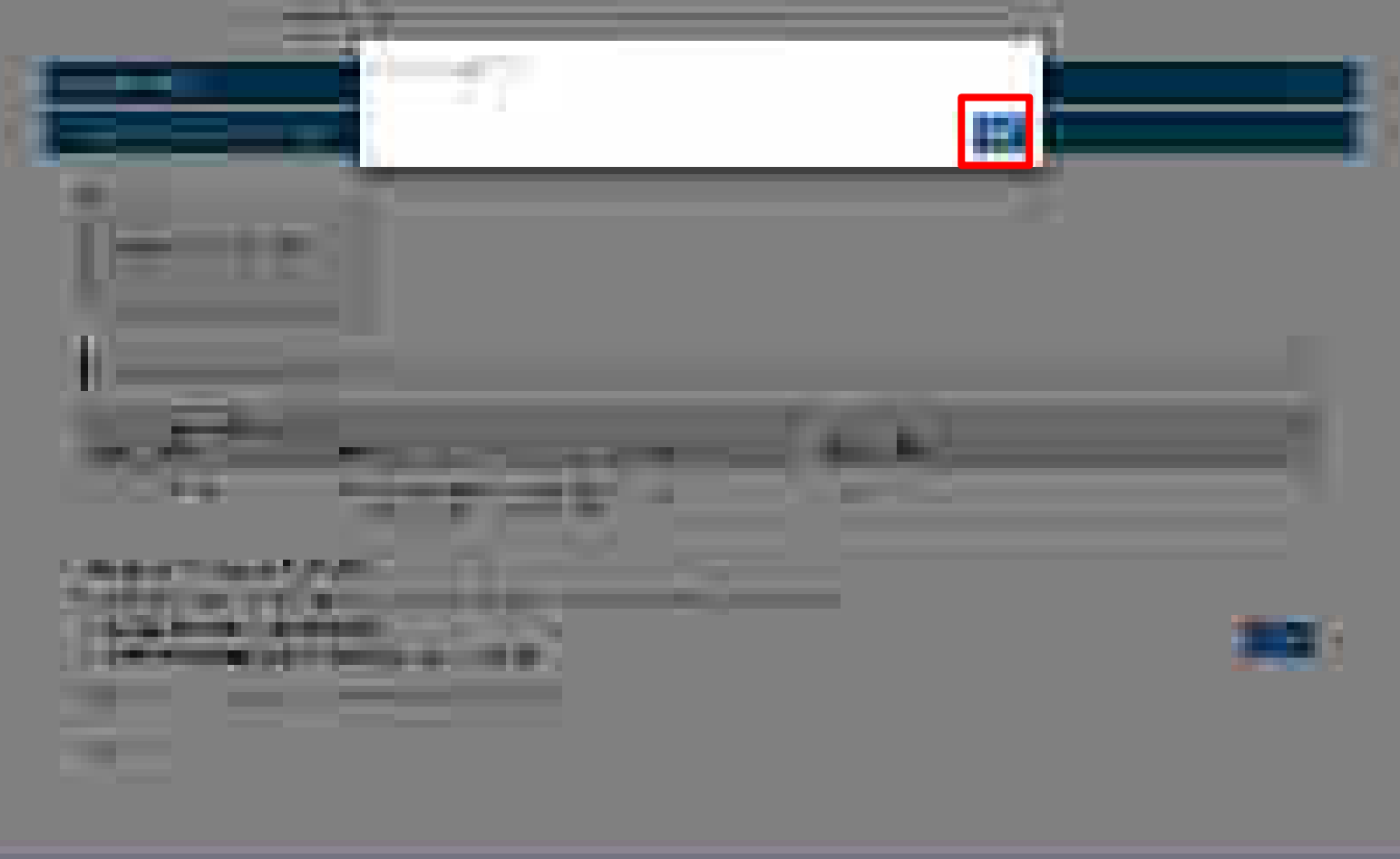
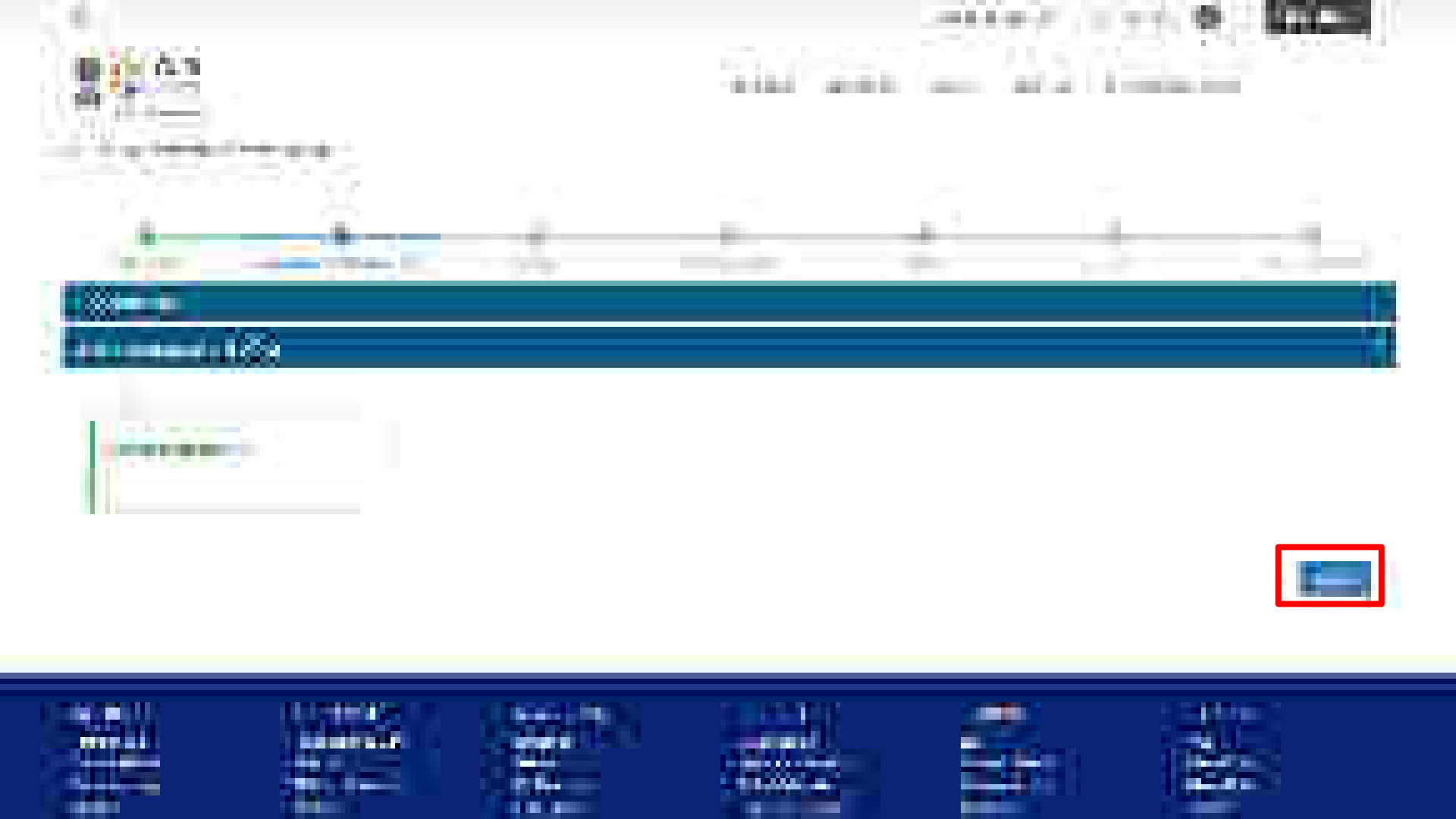
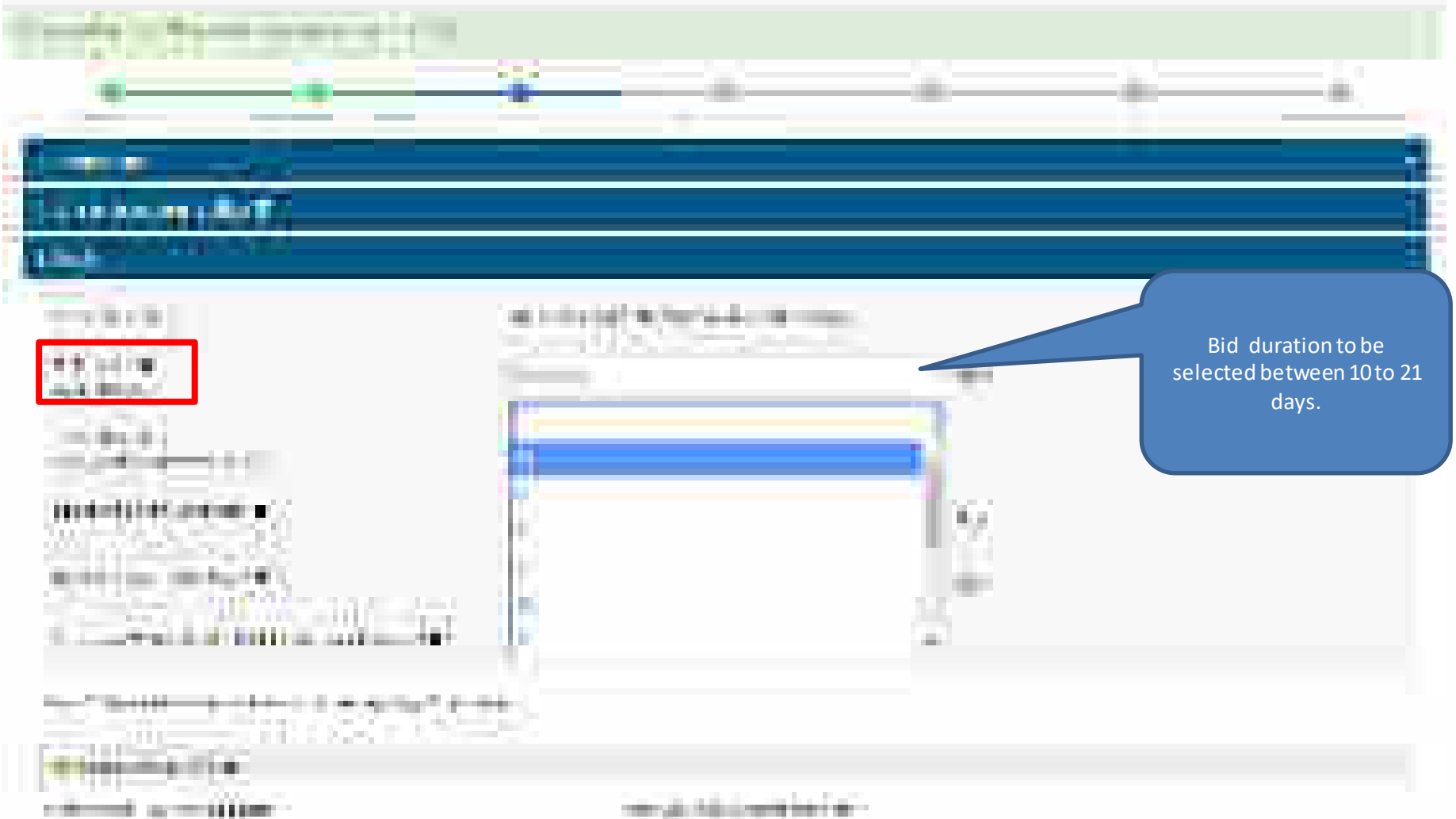


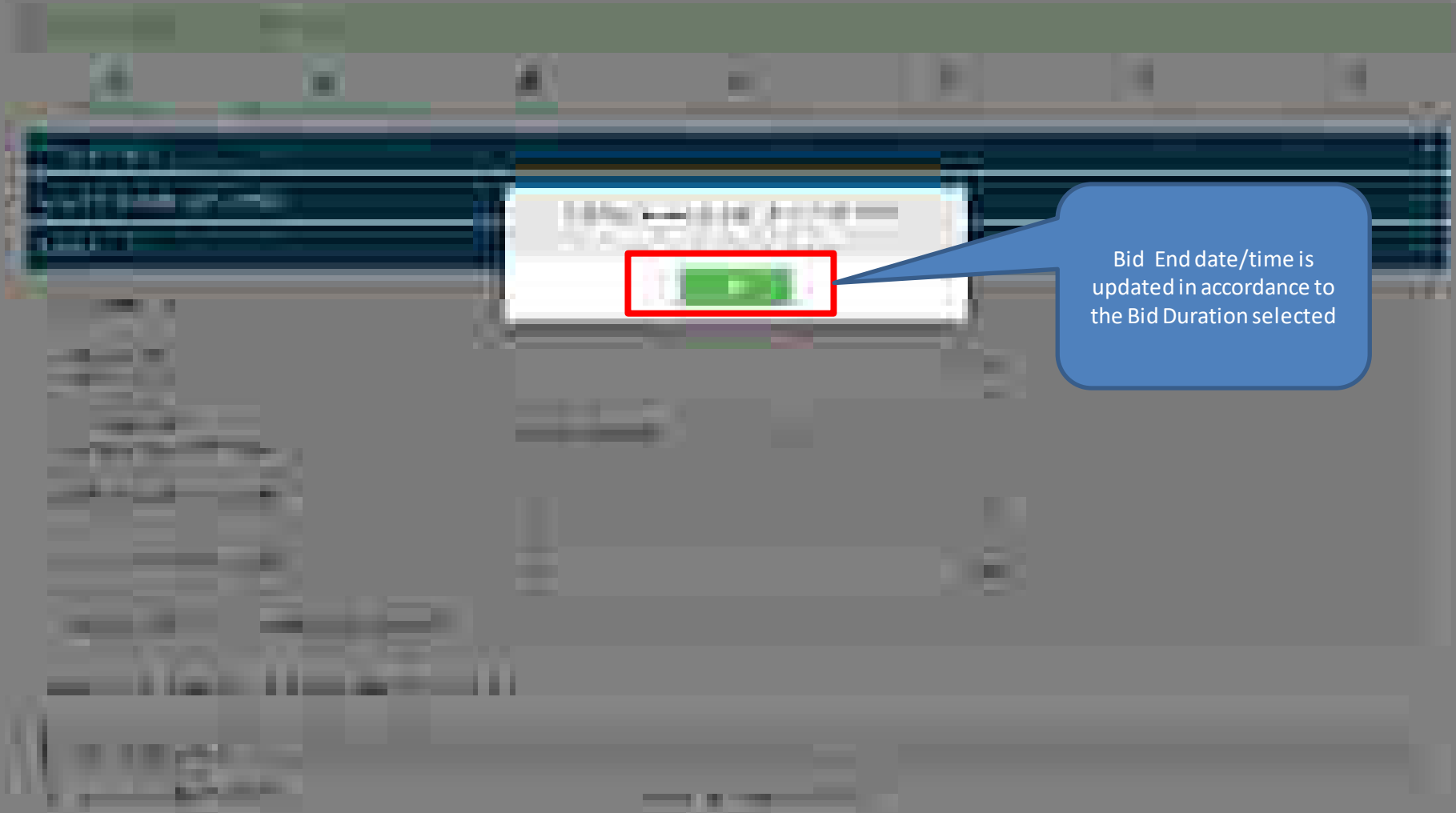


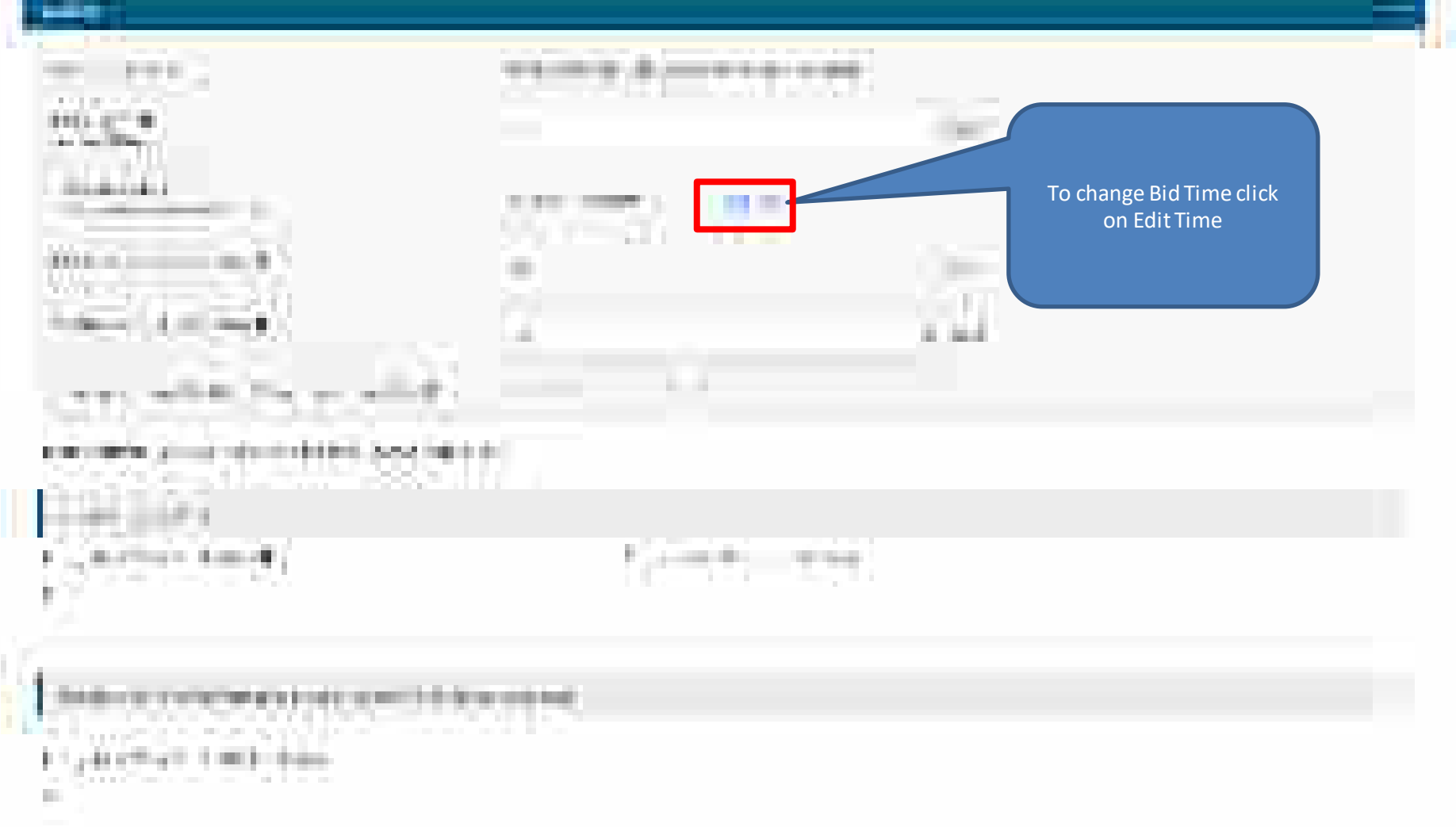


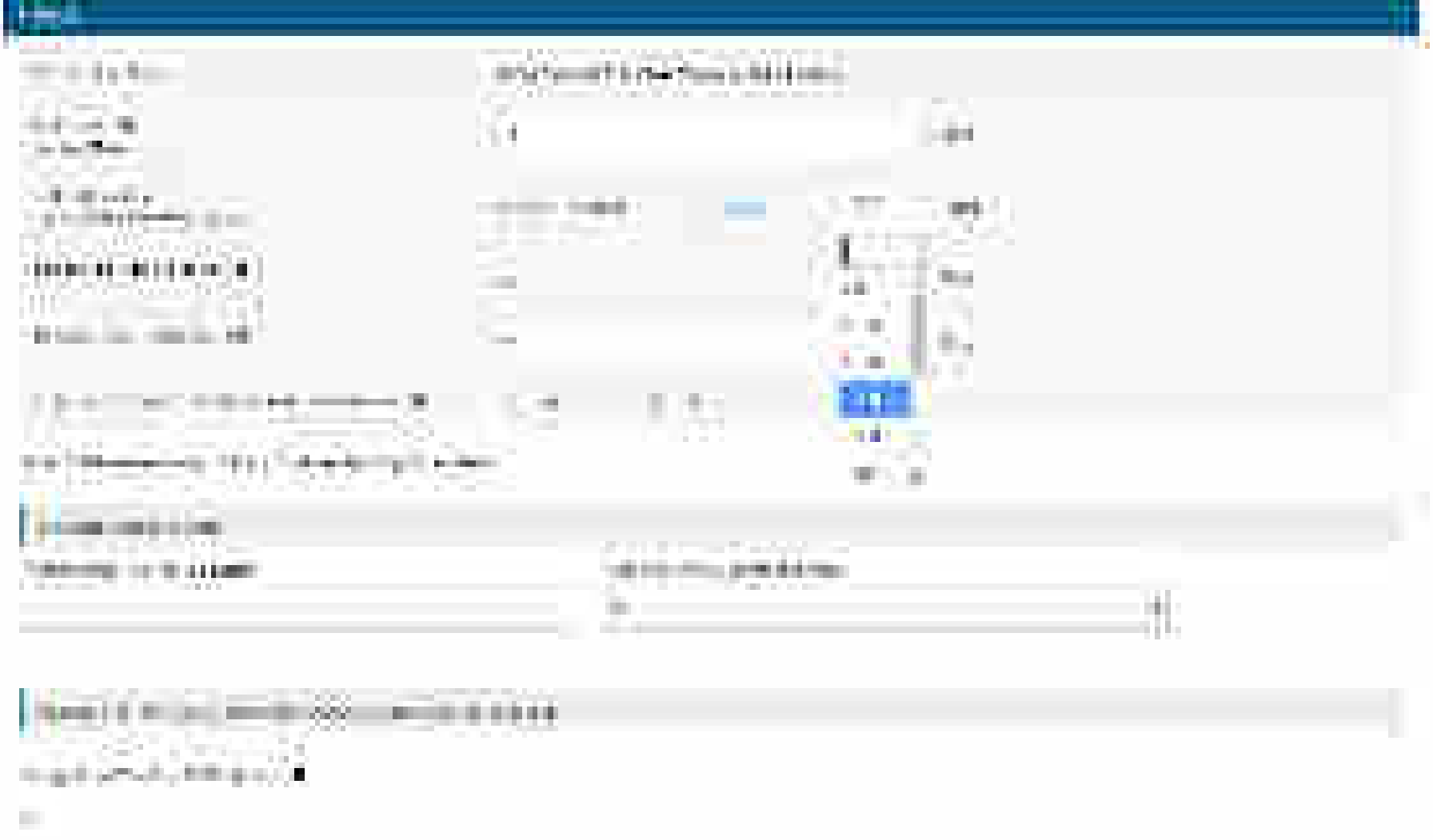


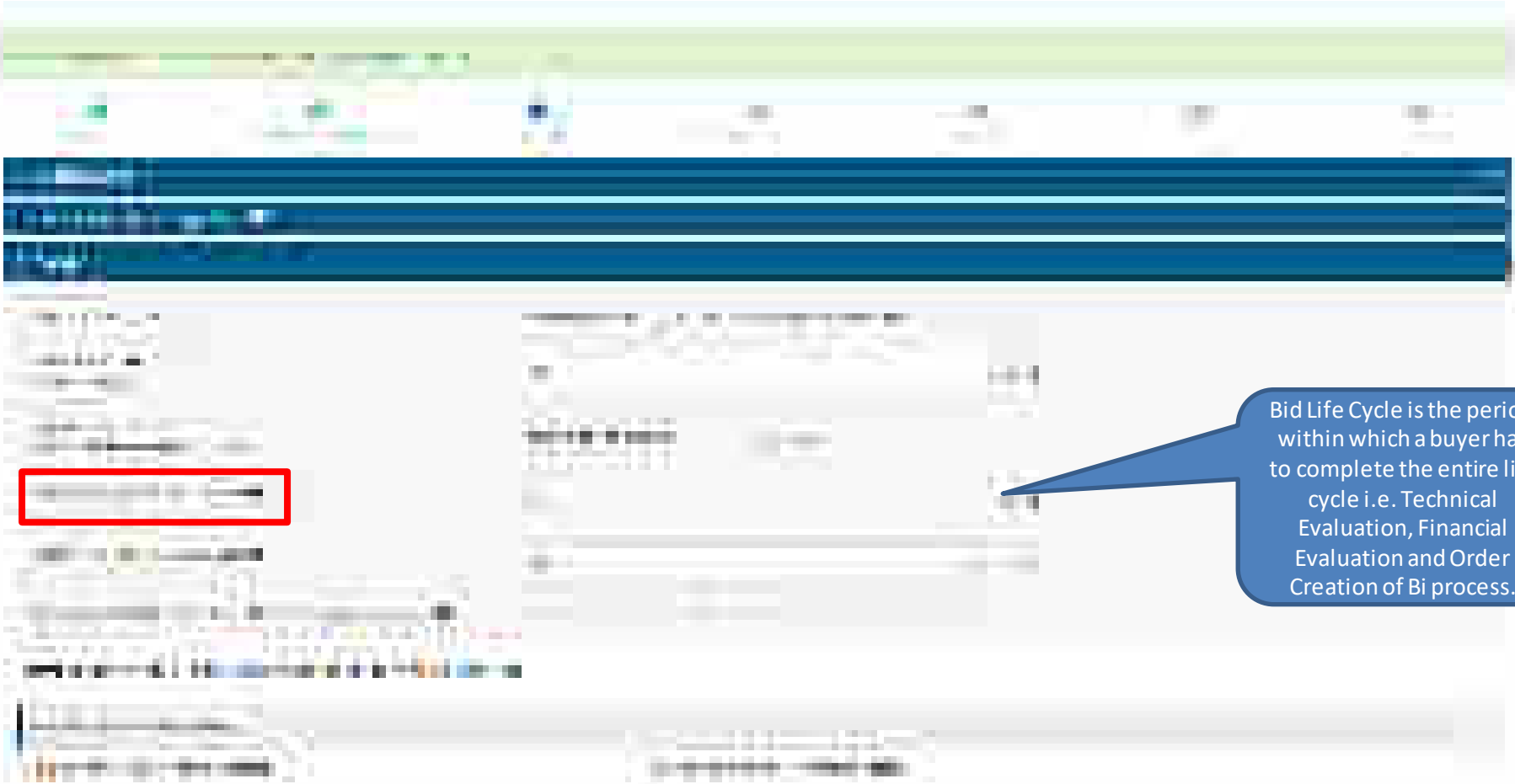



Bid duration to be selected between 10 to 21 days.

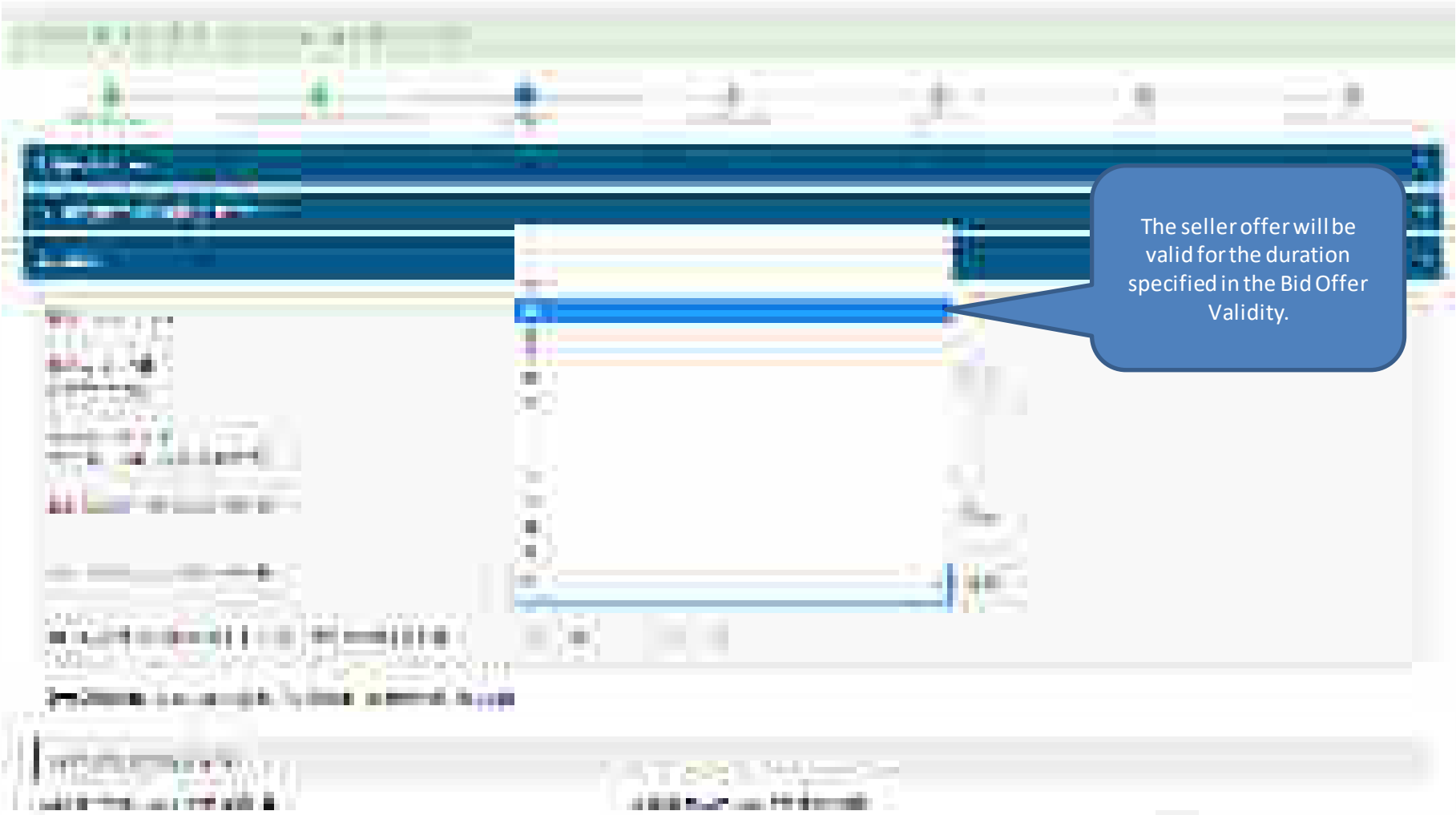

Bid End date/time is updated in accordance to the Bid Duration selected

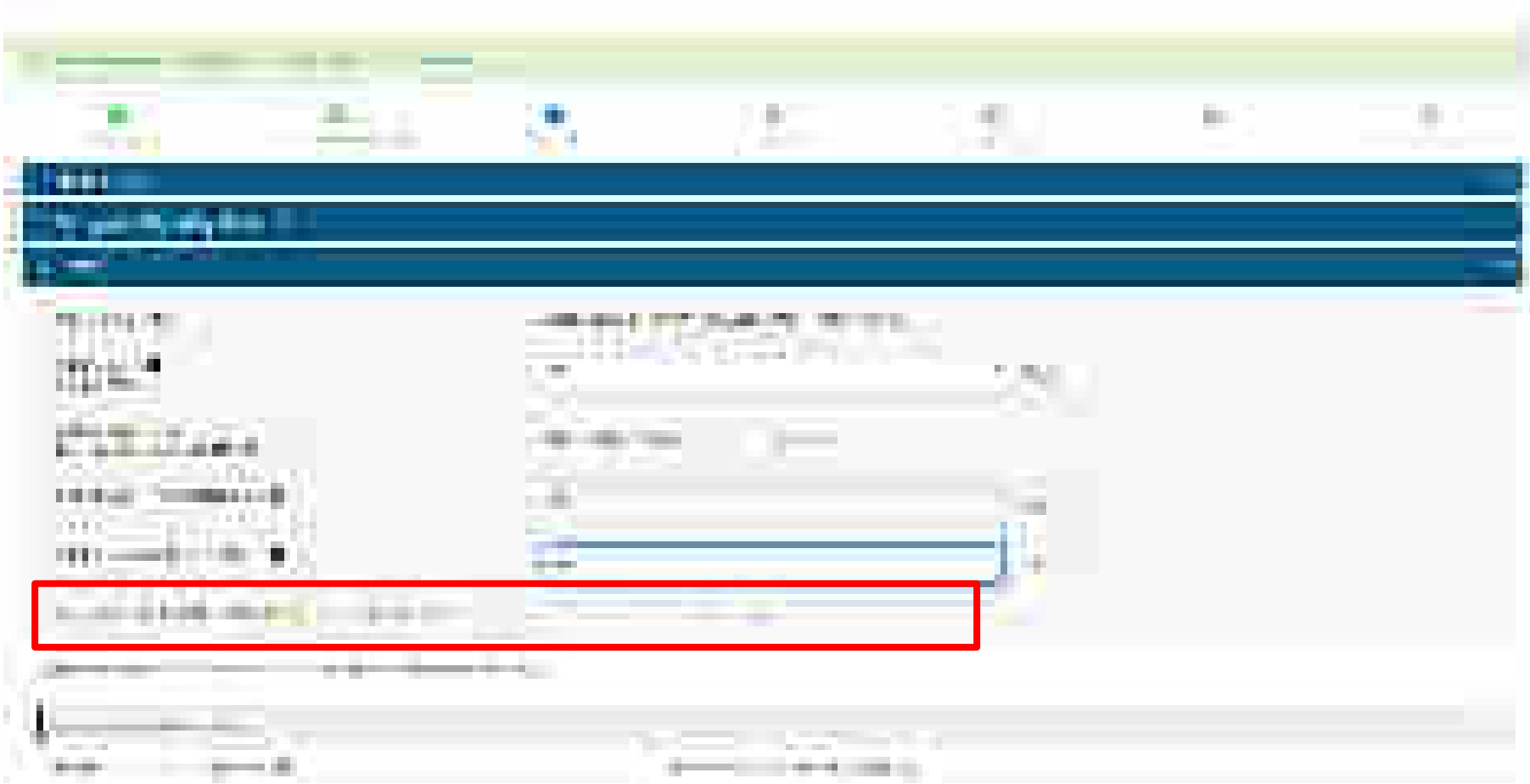

To change Bid Time click on Edit Time

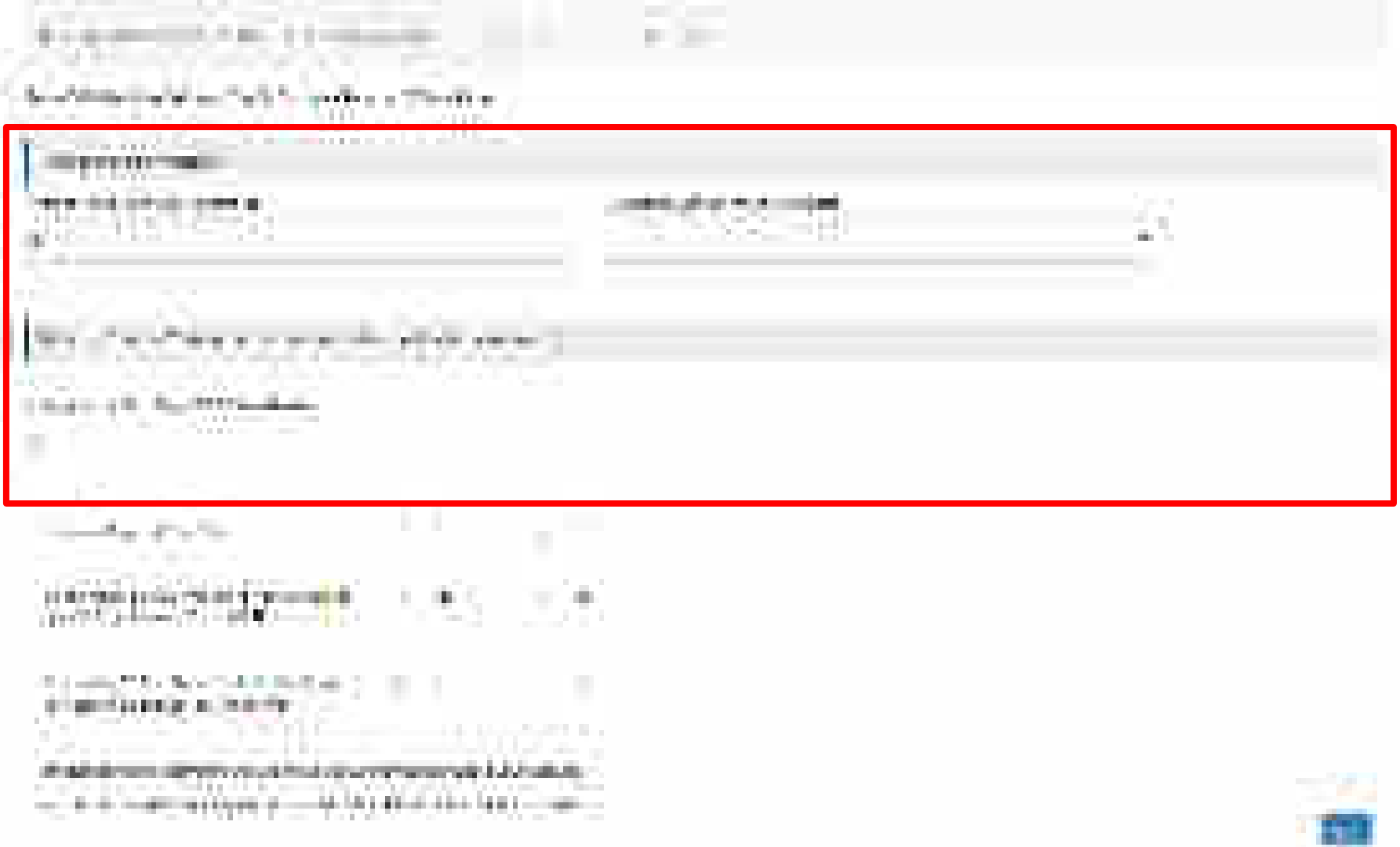


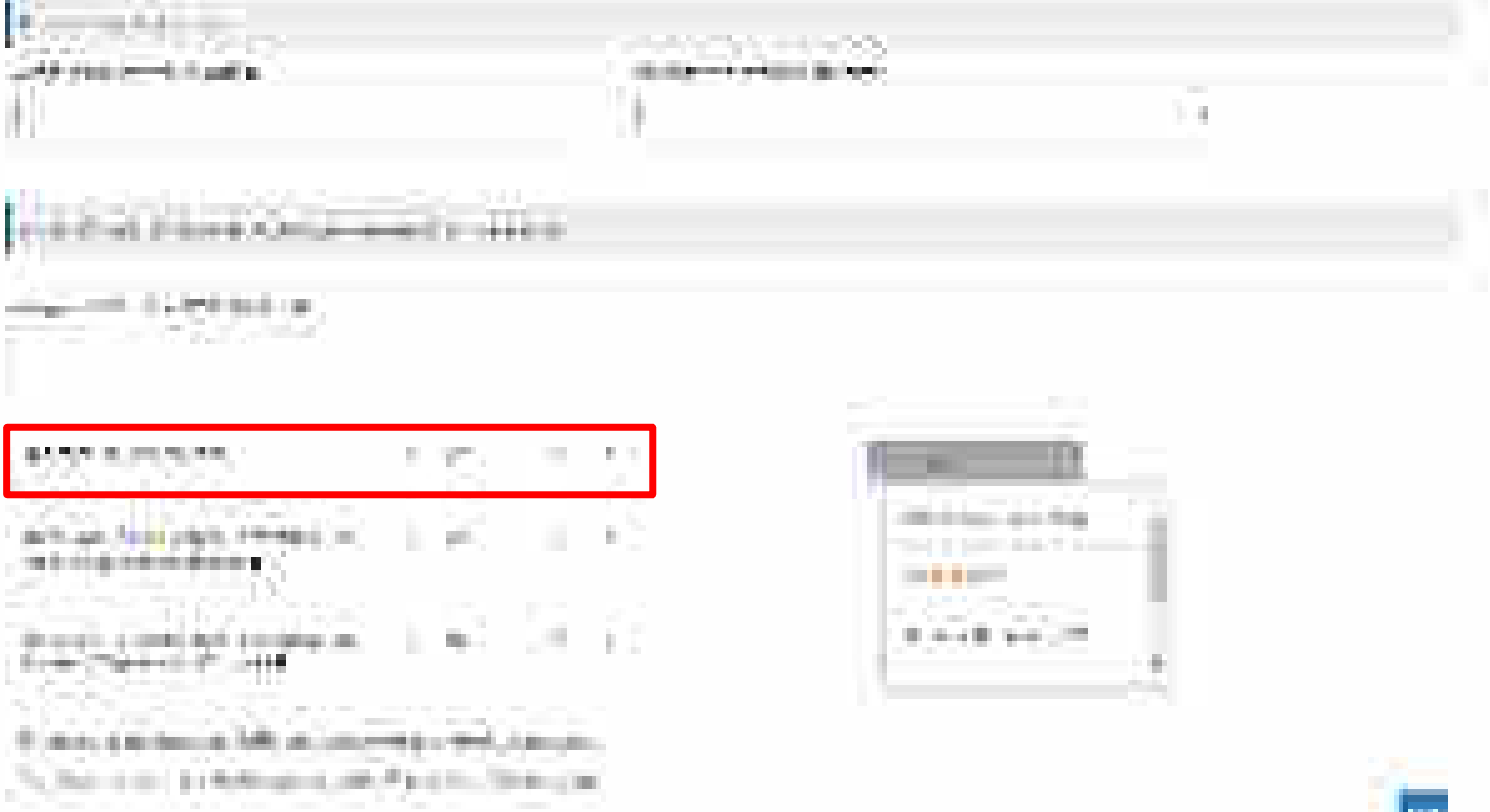


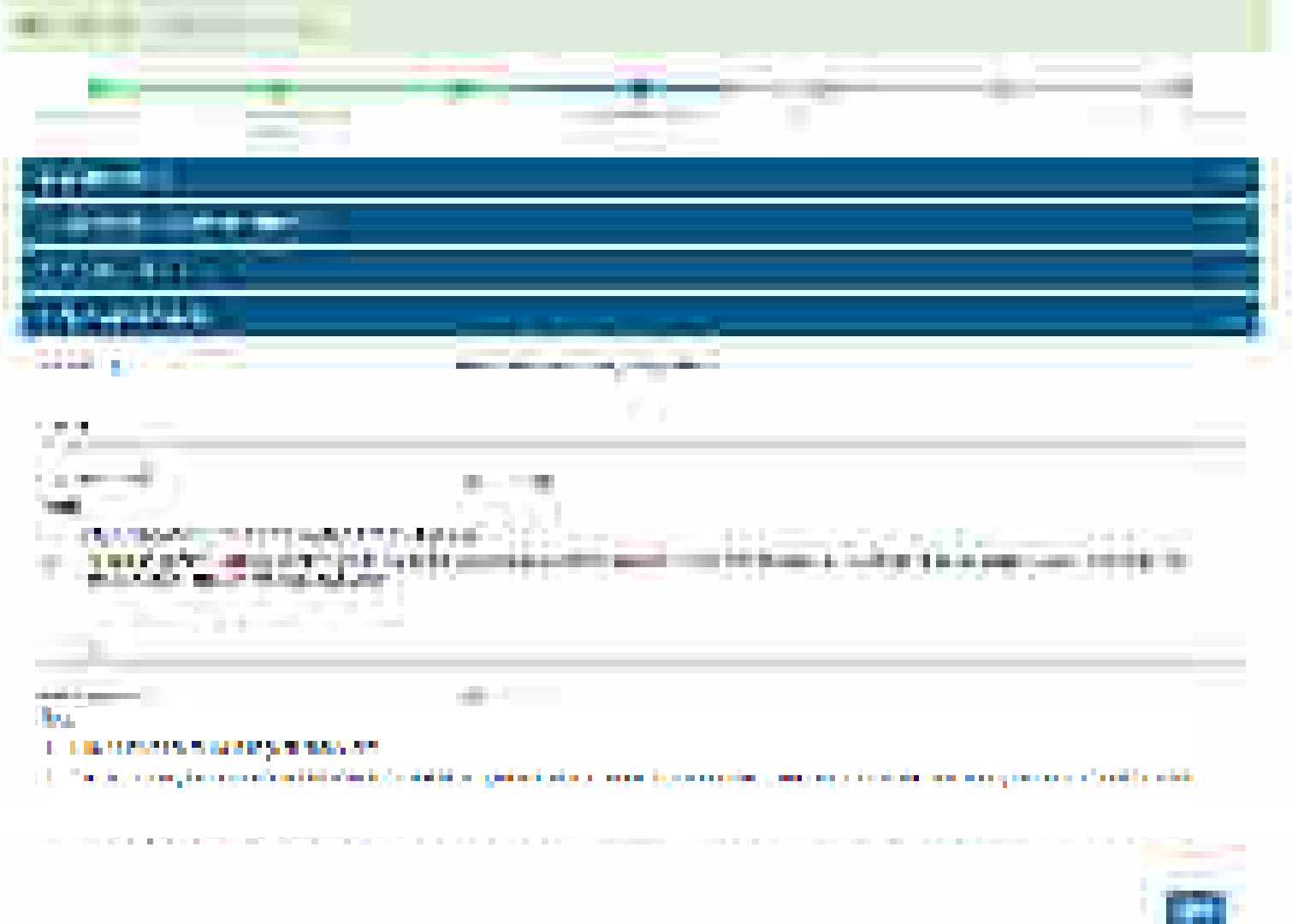
Bid Life Cycle is the period within which a buyer has to complete the entire life cycle i.e. Technical Evaluation, Financial Evaluation and Order Creation of Bi process.

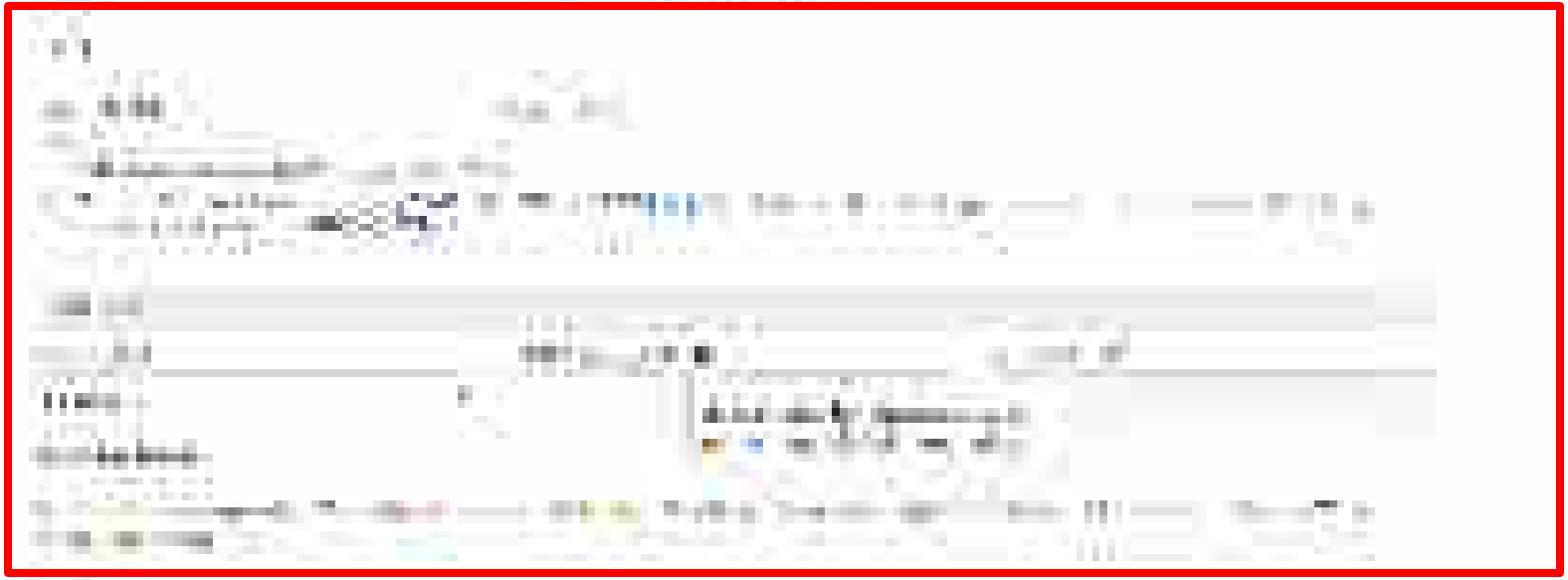

The seller offer will be valid for the duration specified in the Bid Offer Validity.

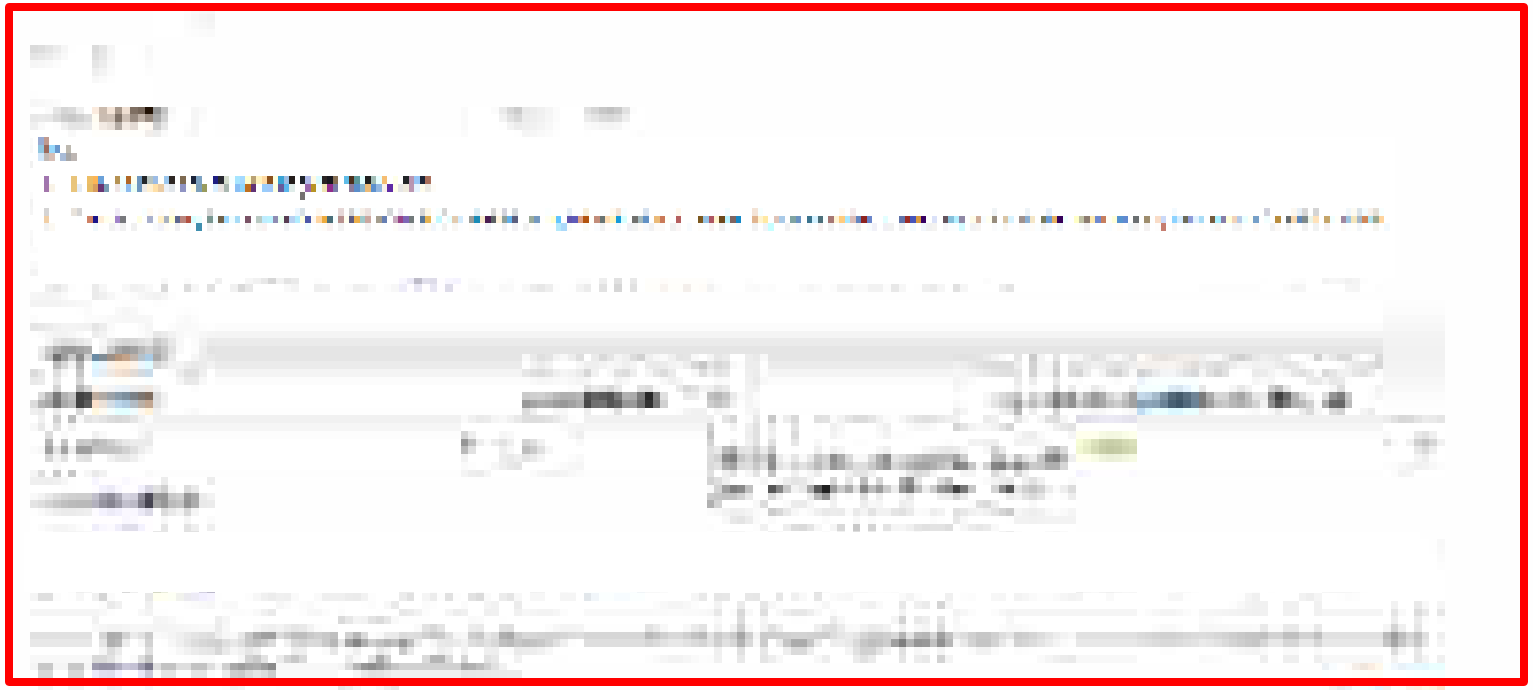


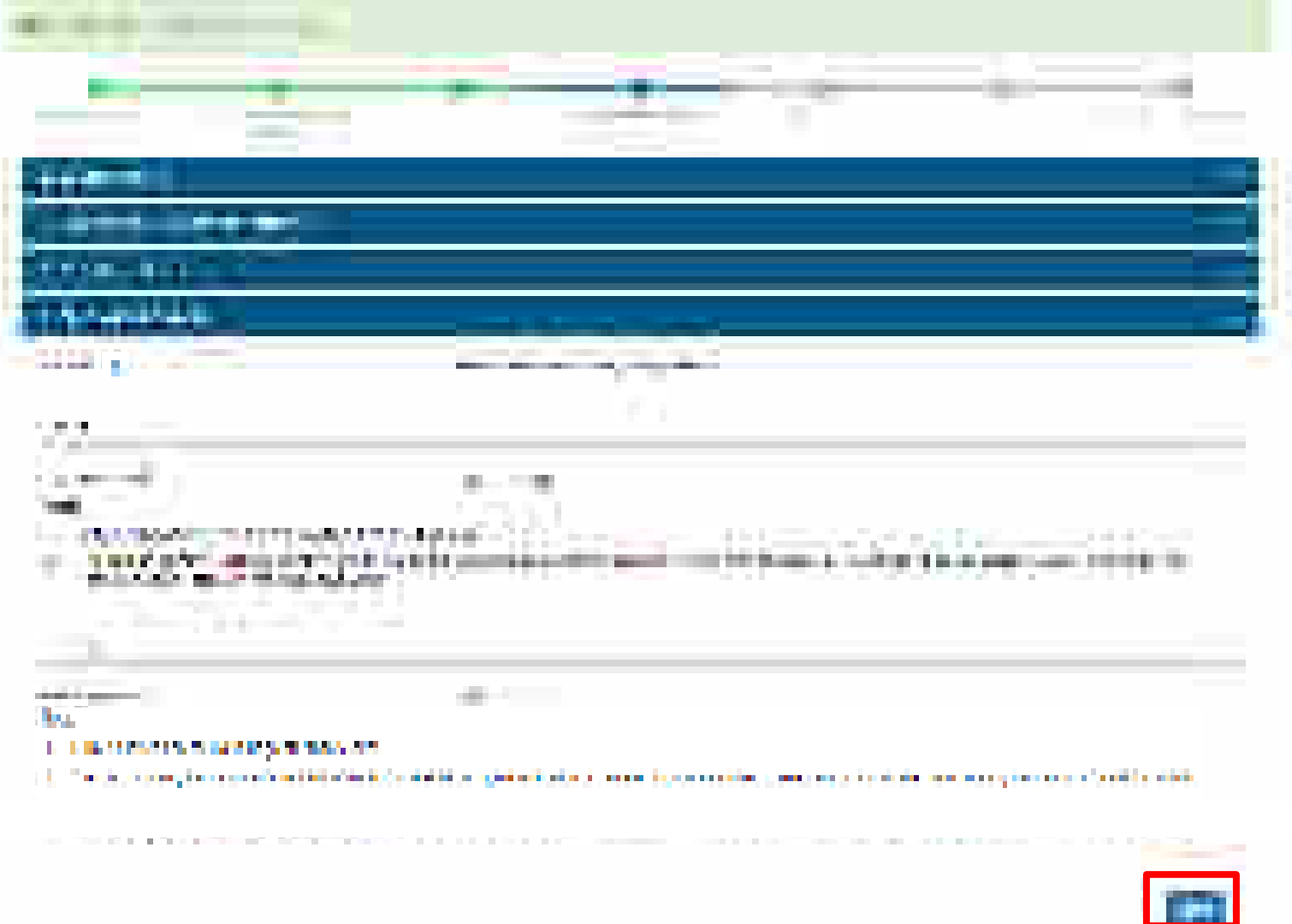


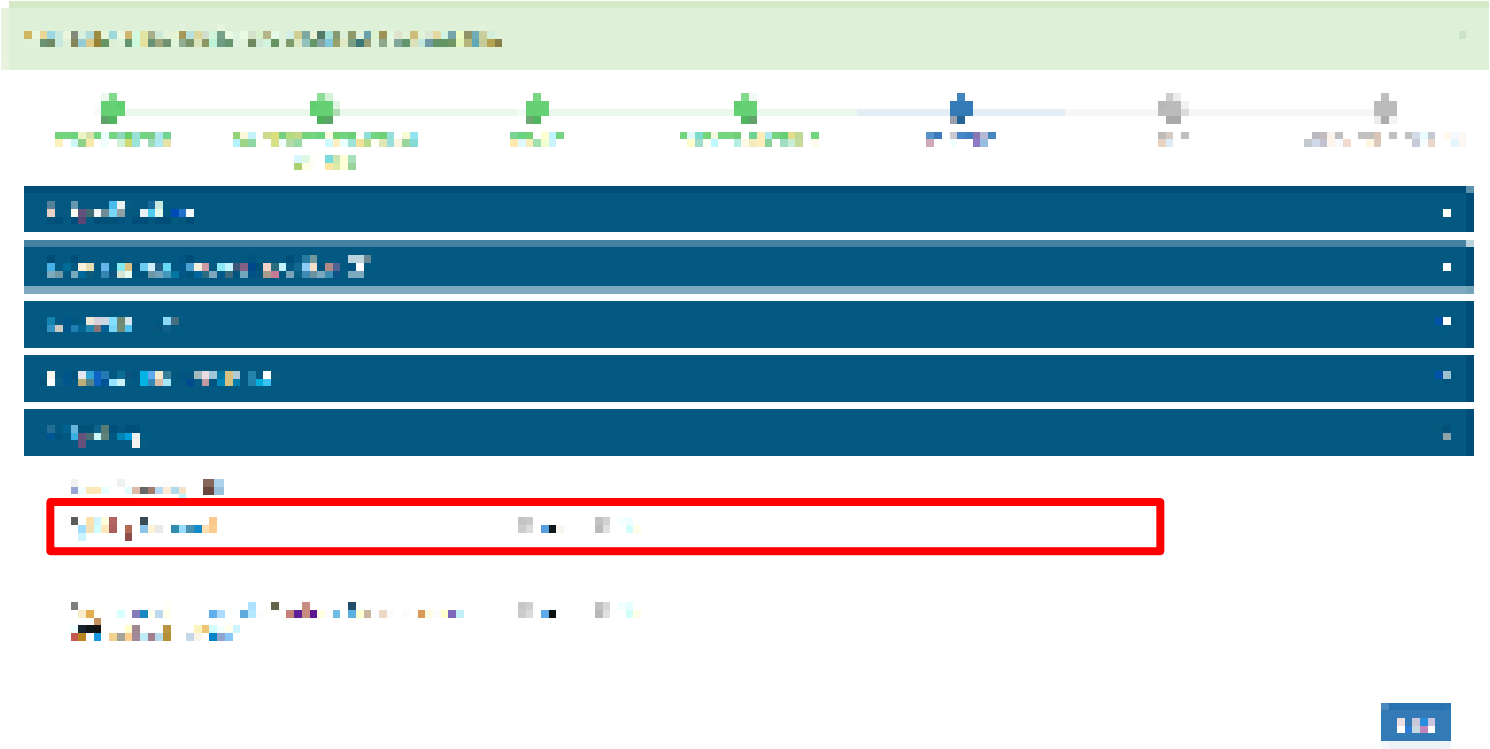


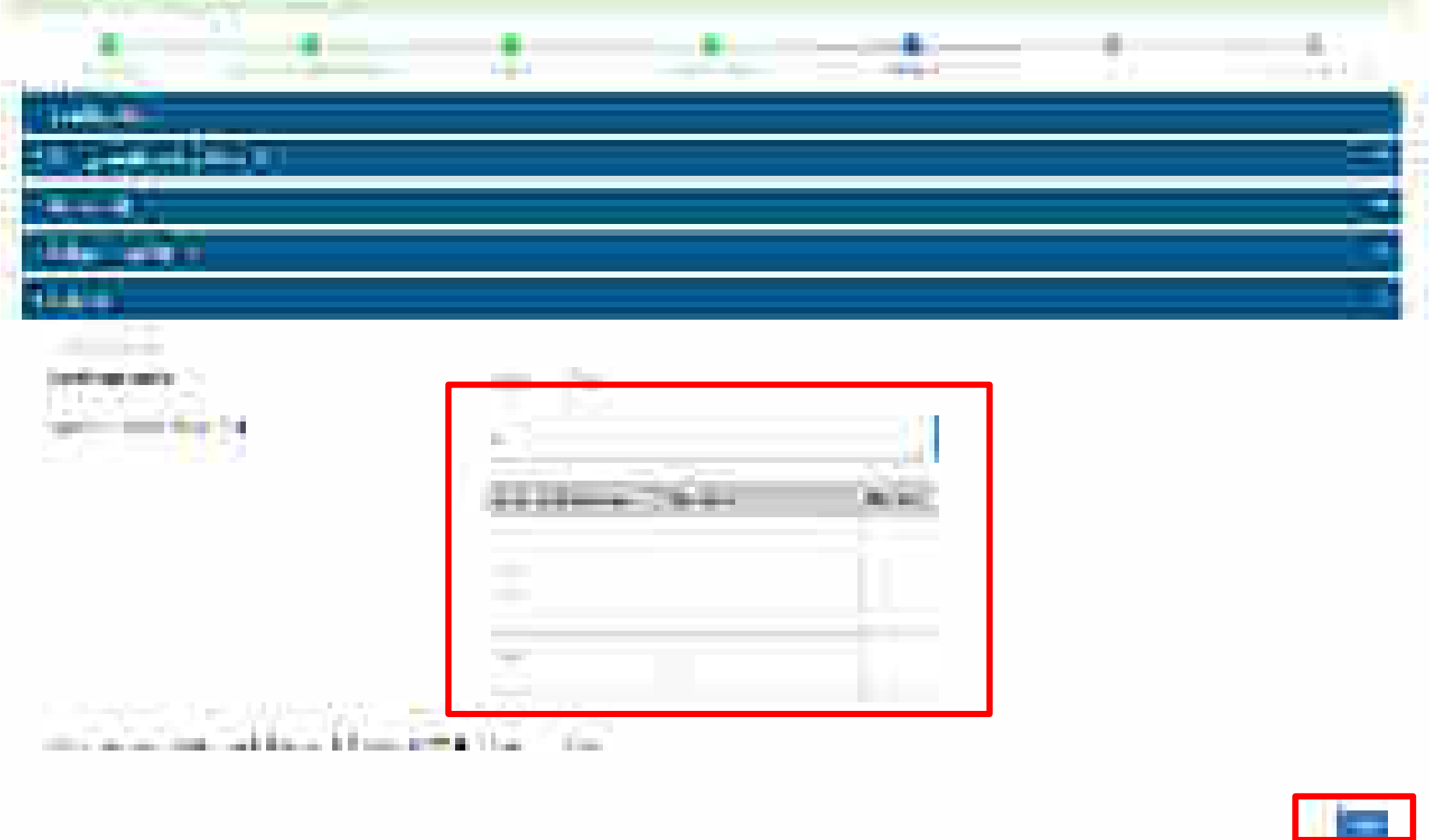


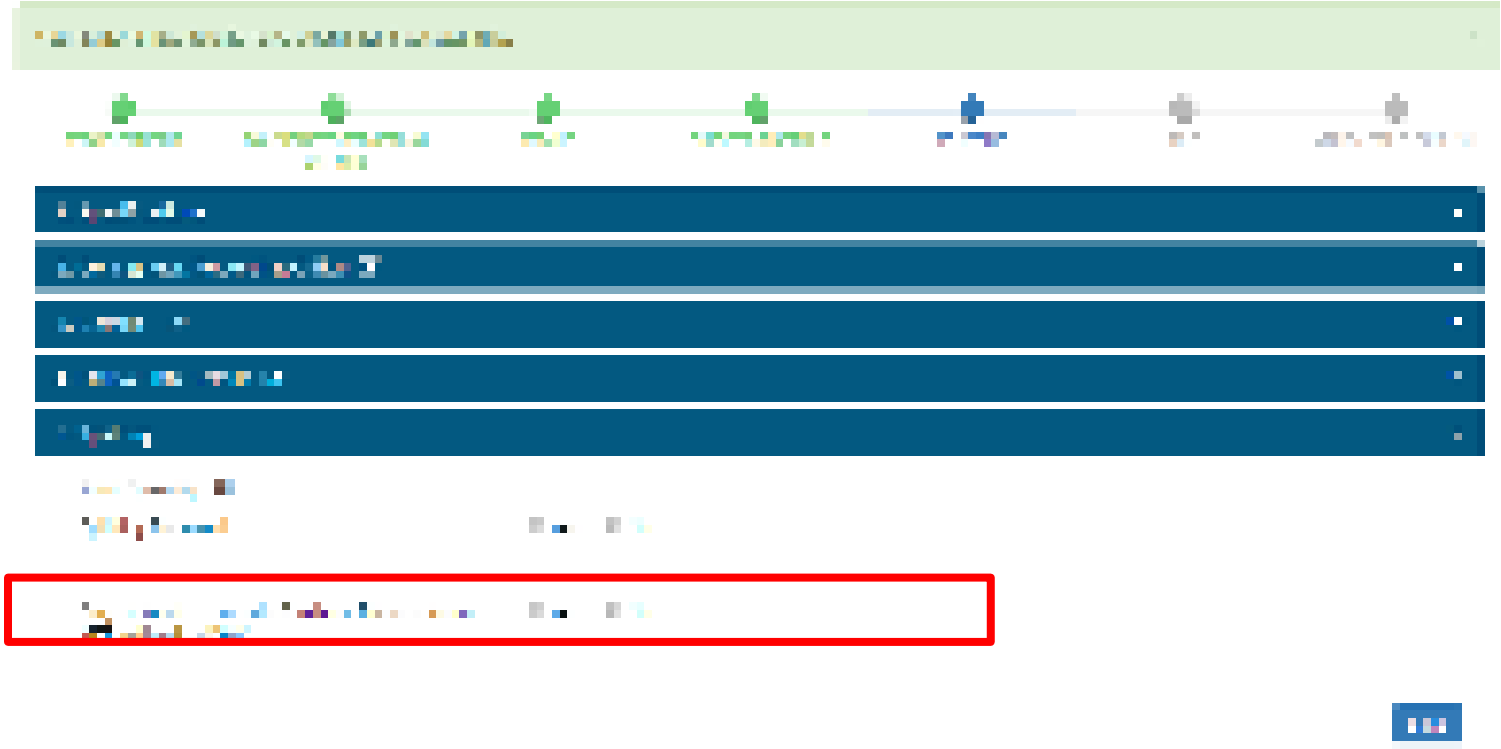


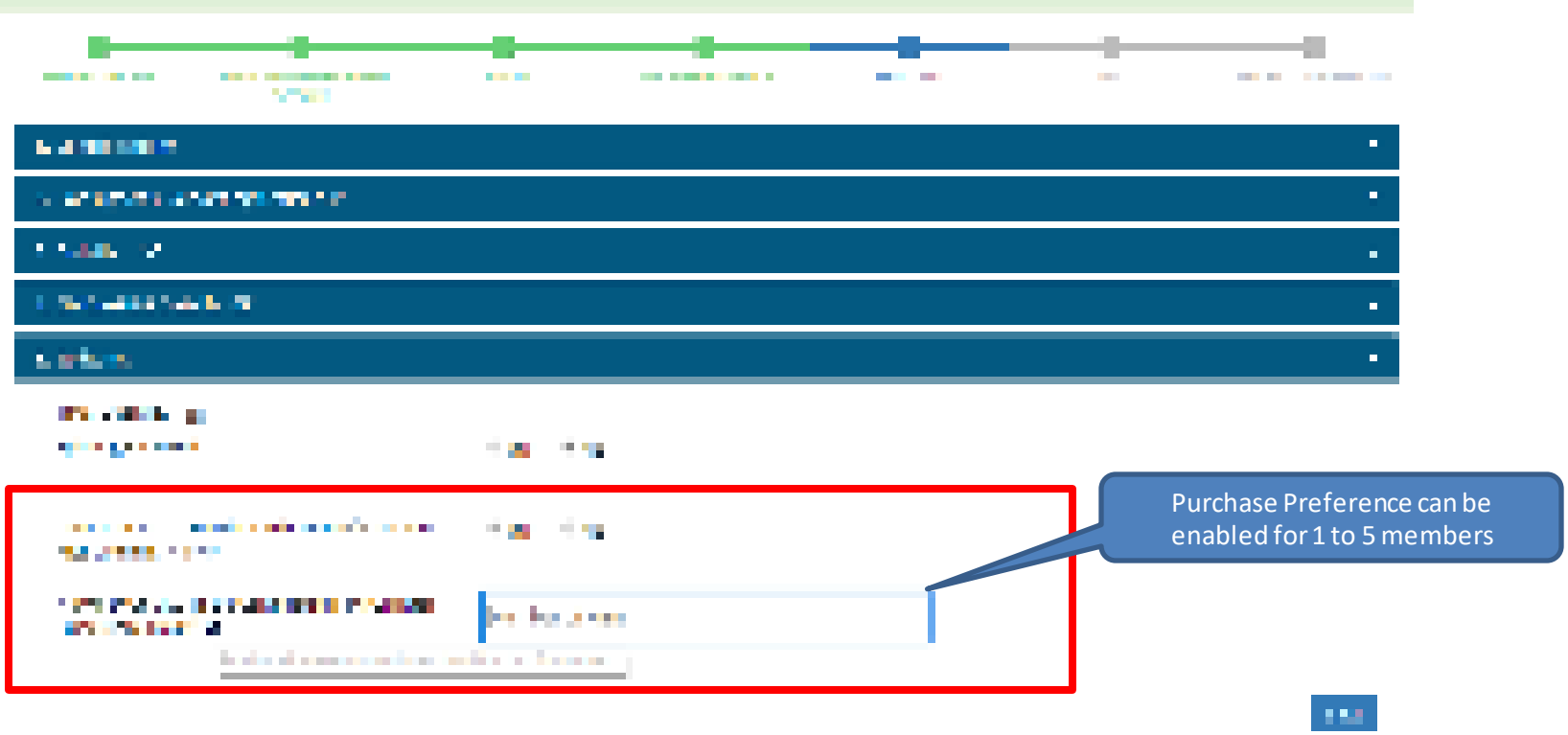


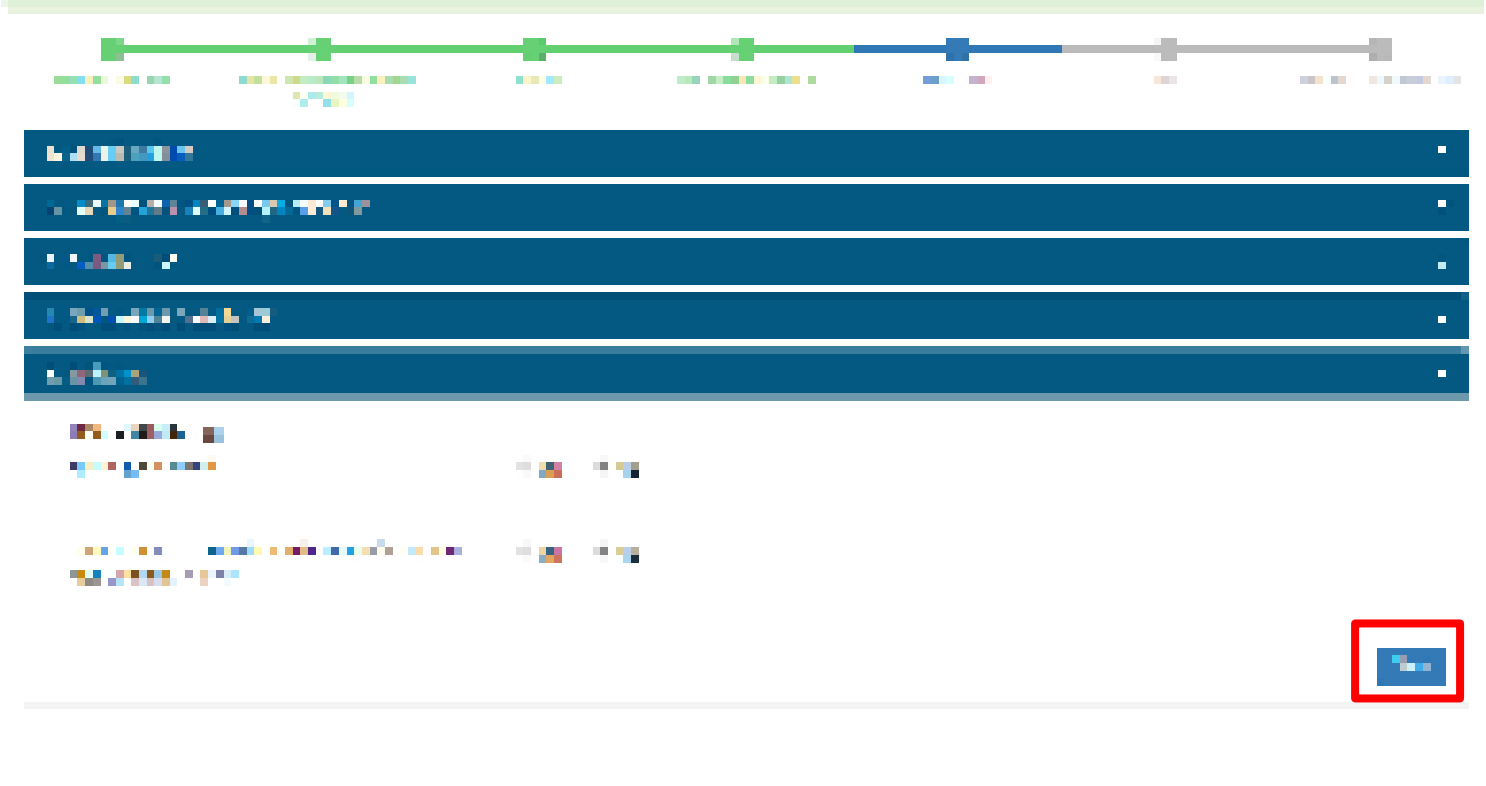




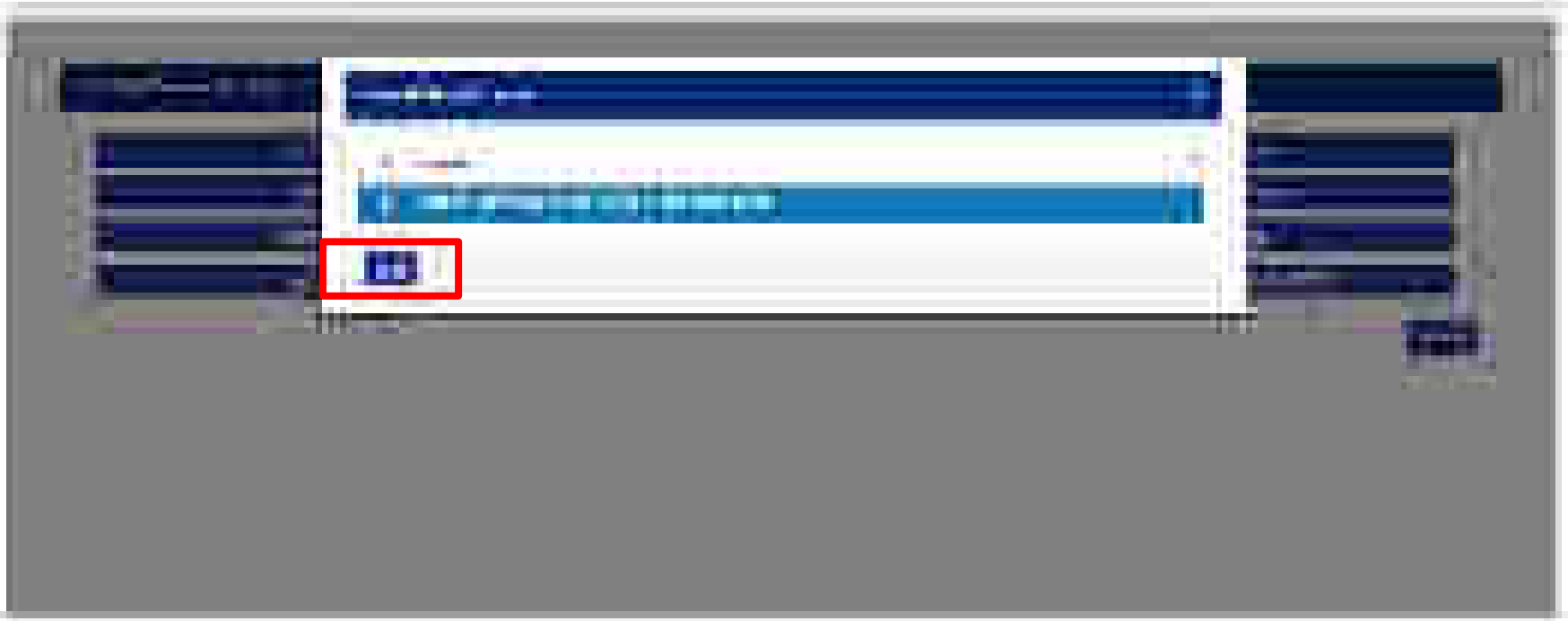


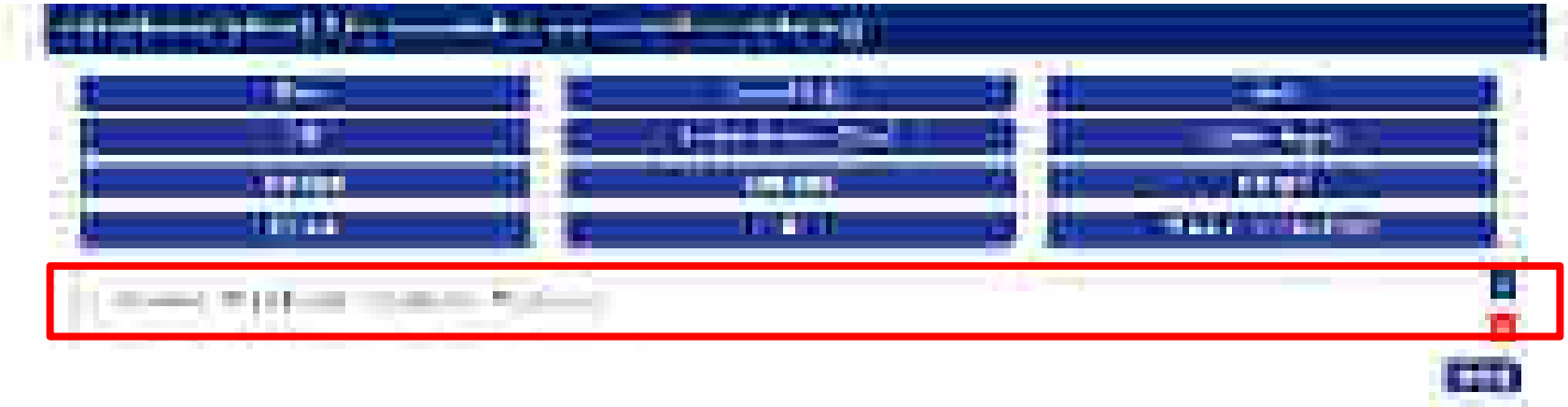


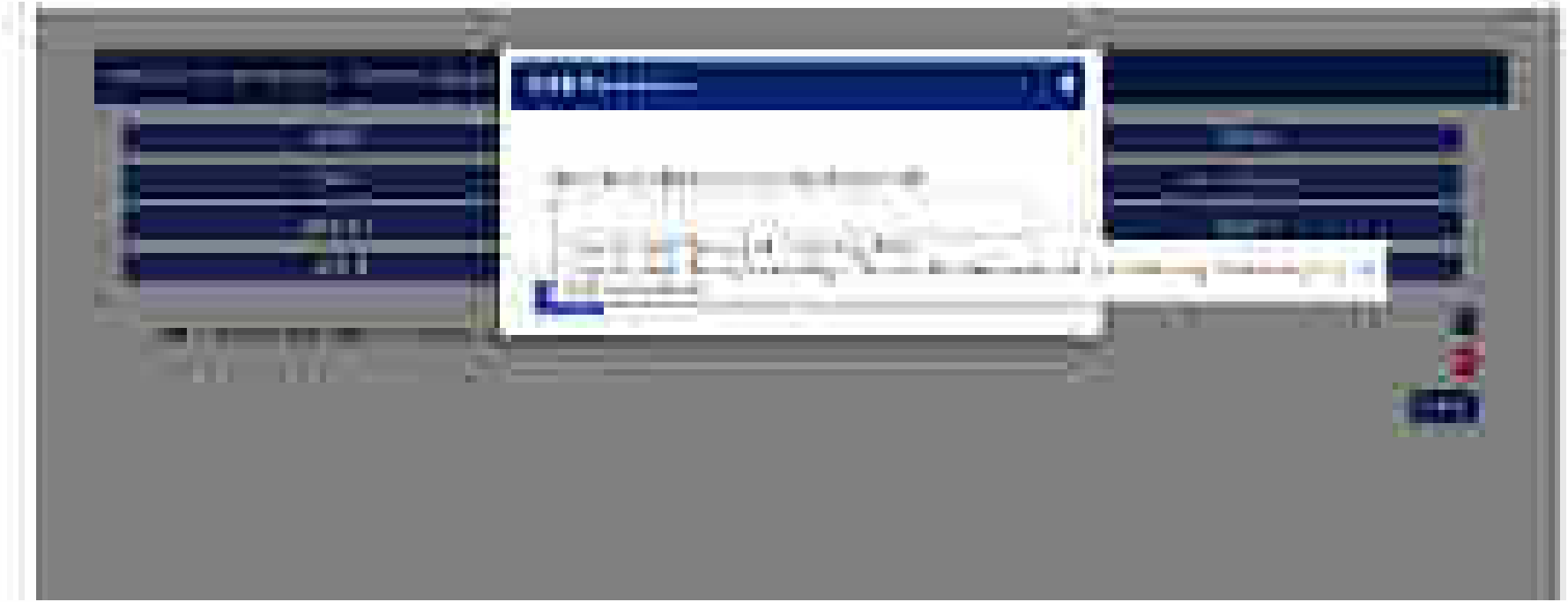

Purchase Preference can be enabled for 1 to 5 members

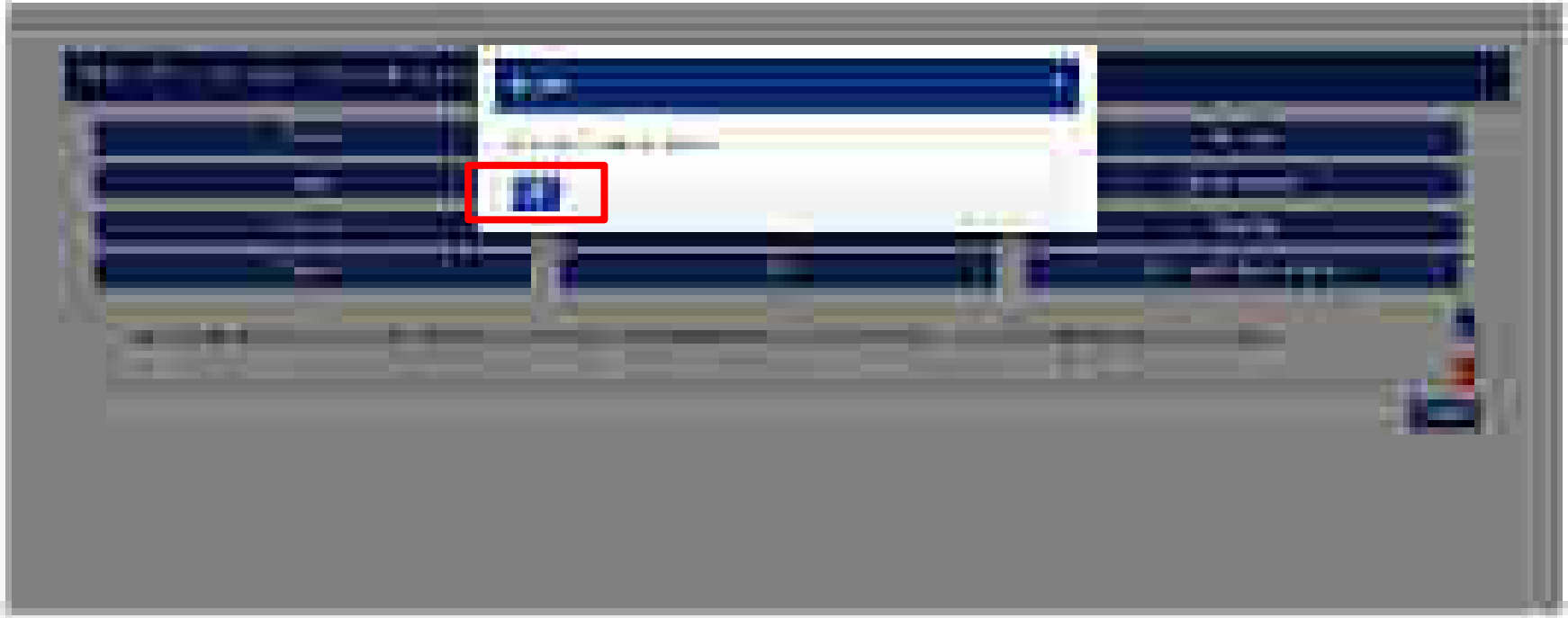


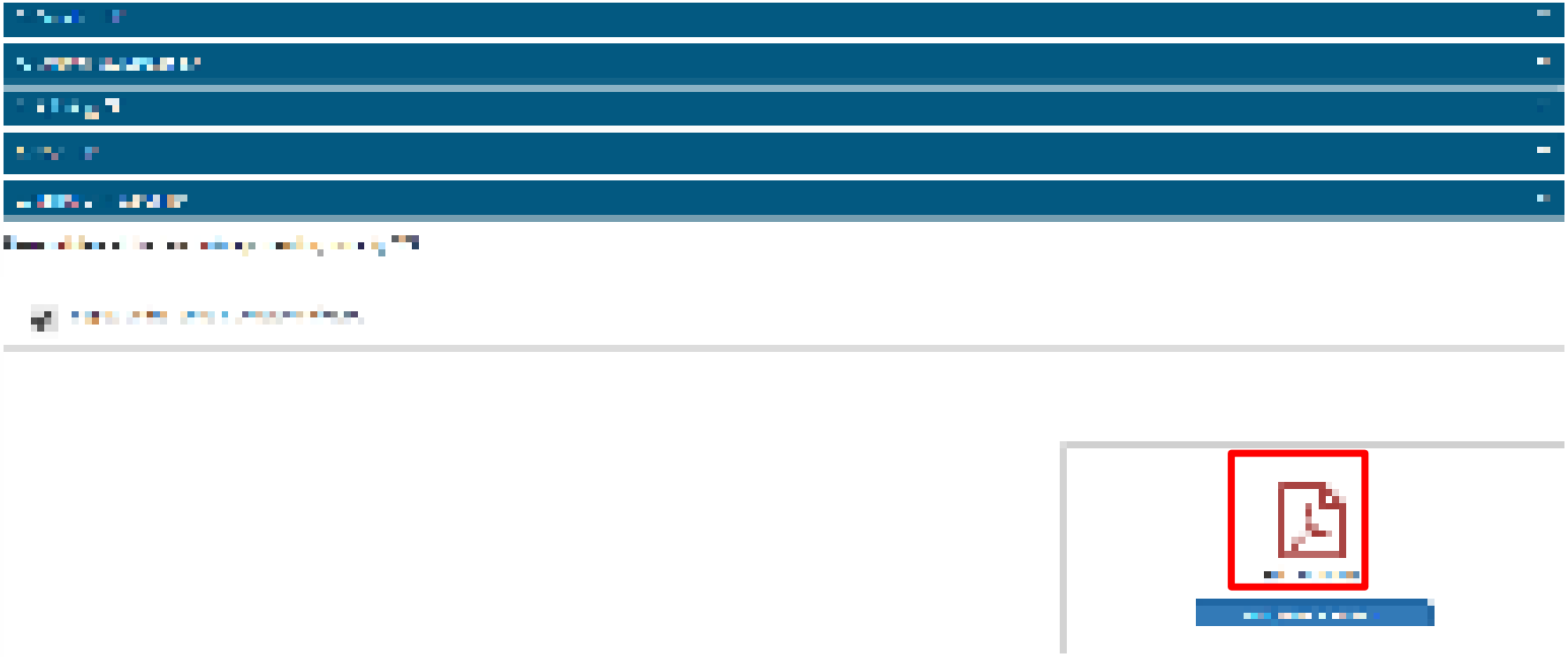

Please select the relevant category to see the listed ATC's











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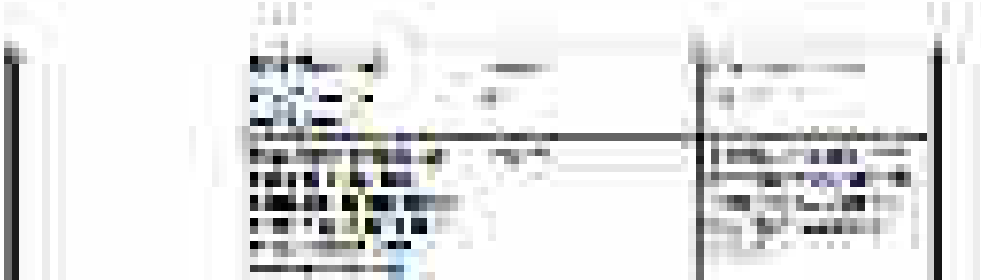

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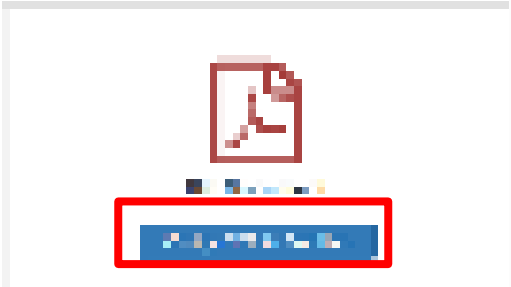

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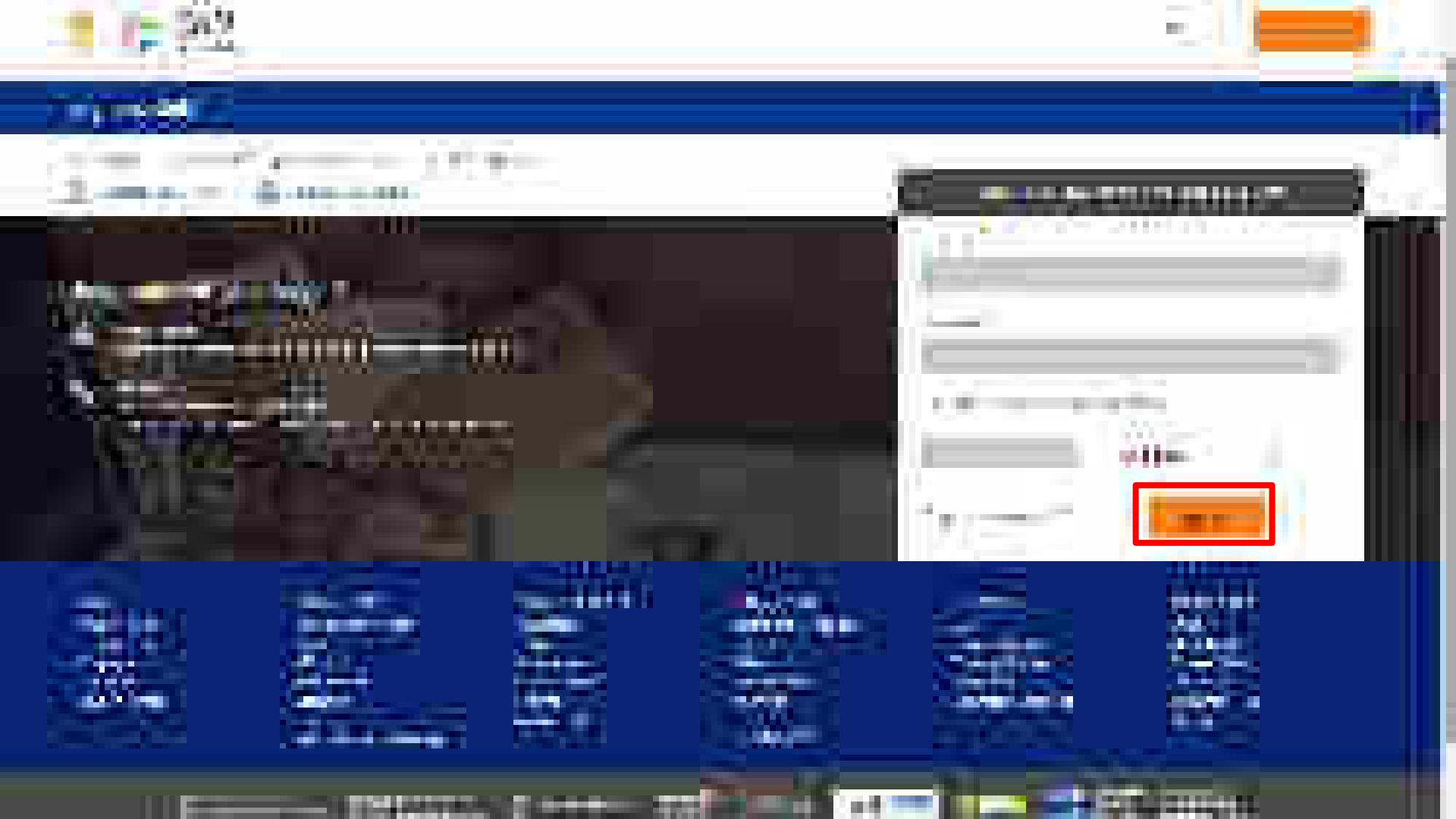
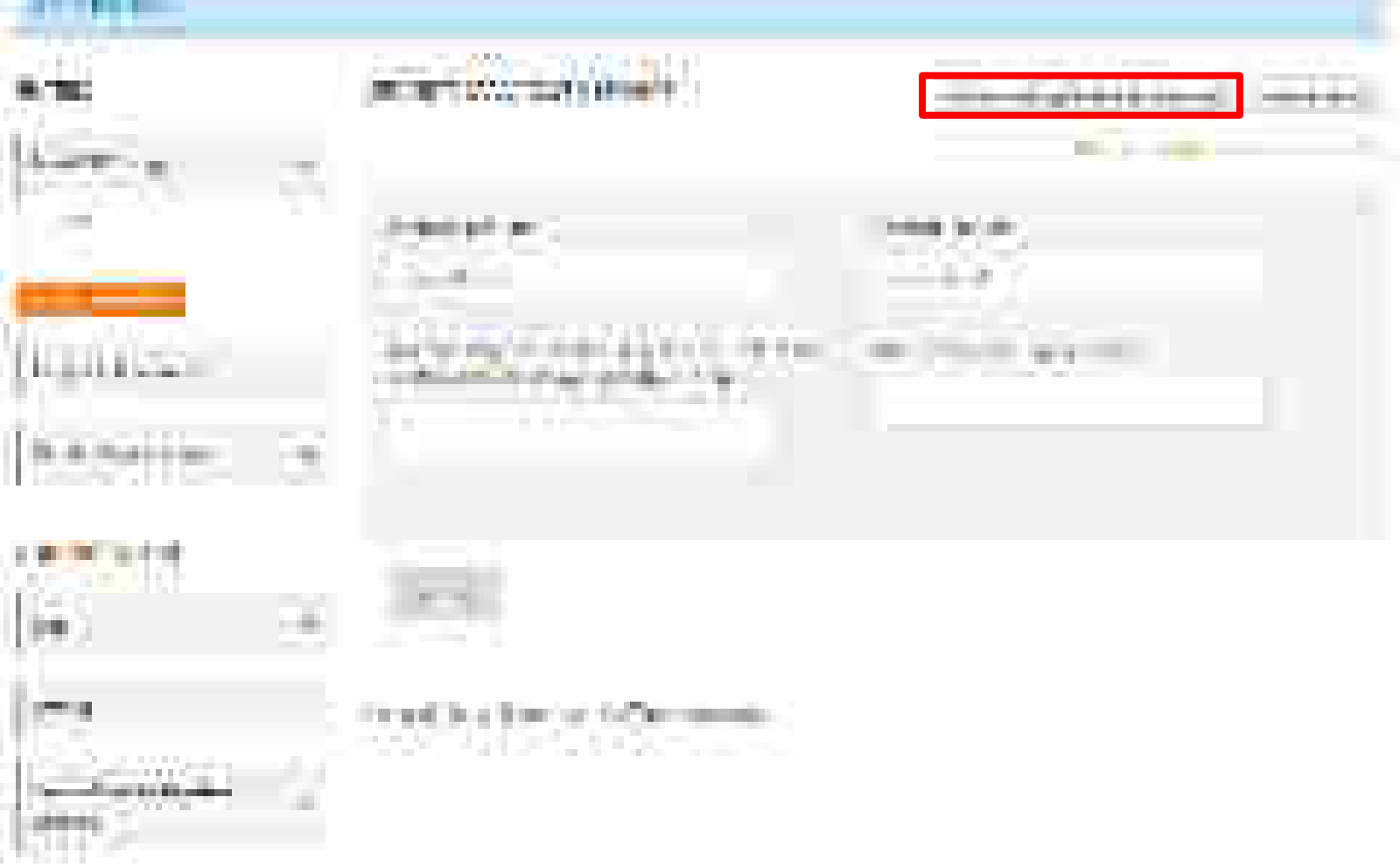
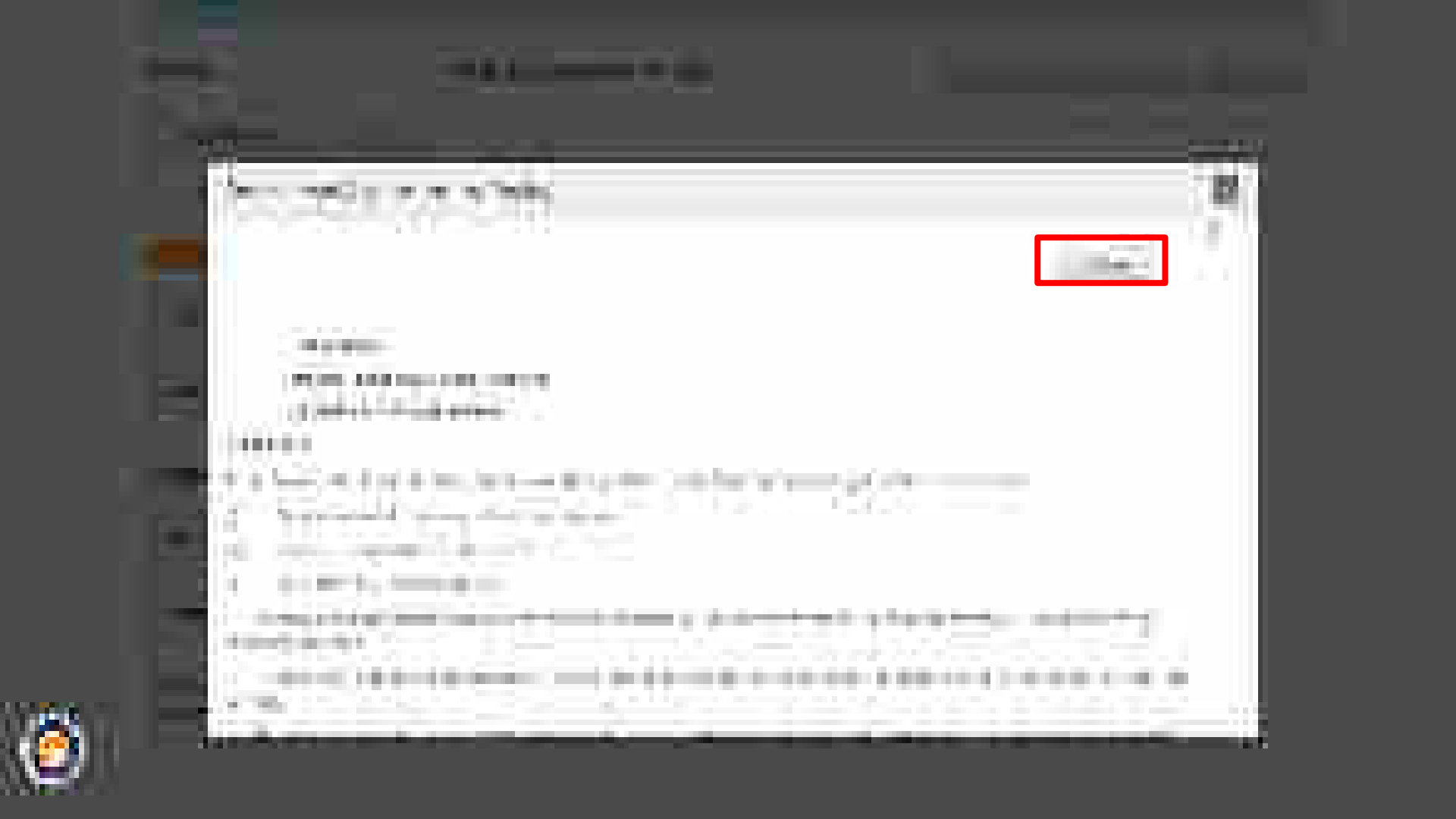
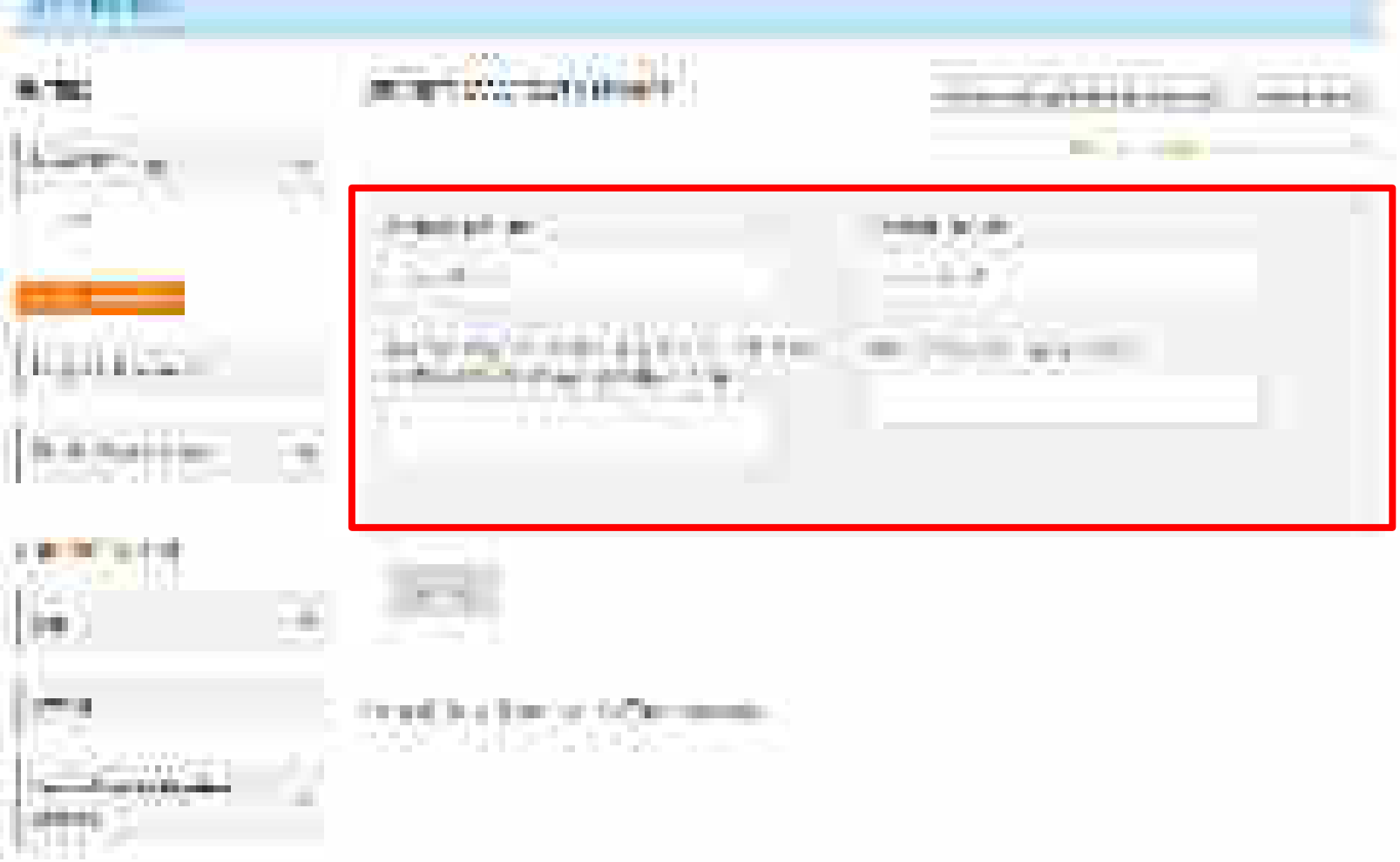
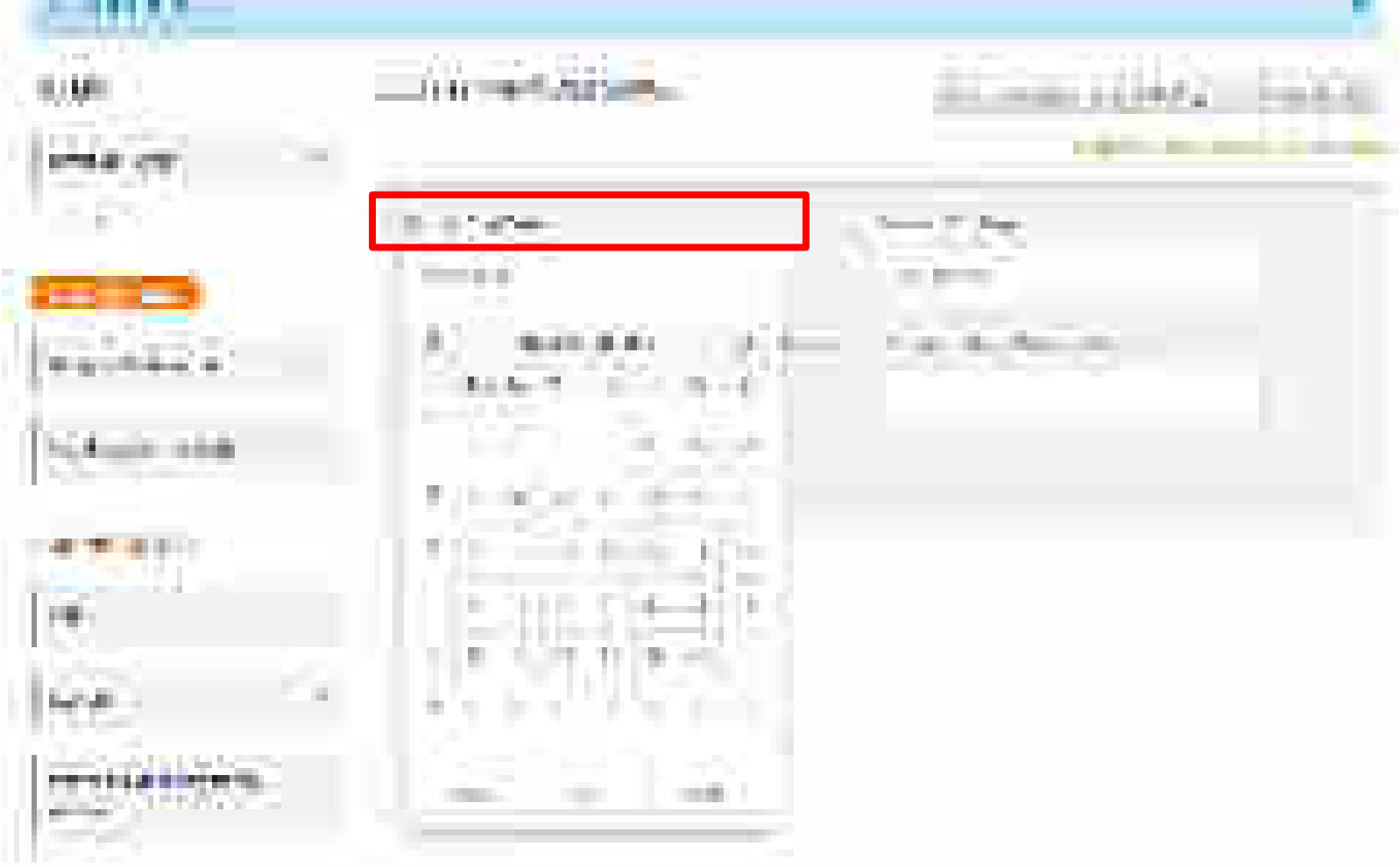
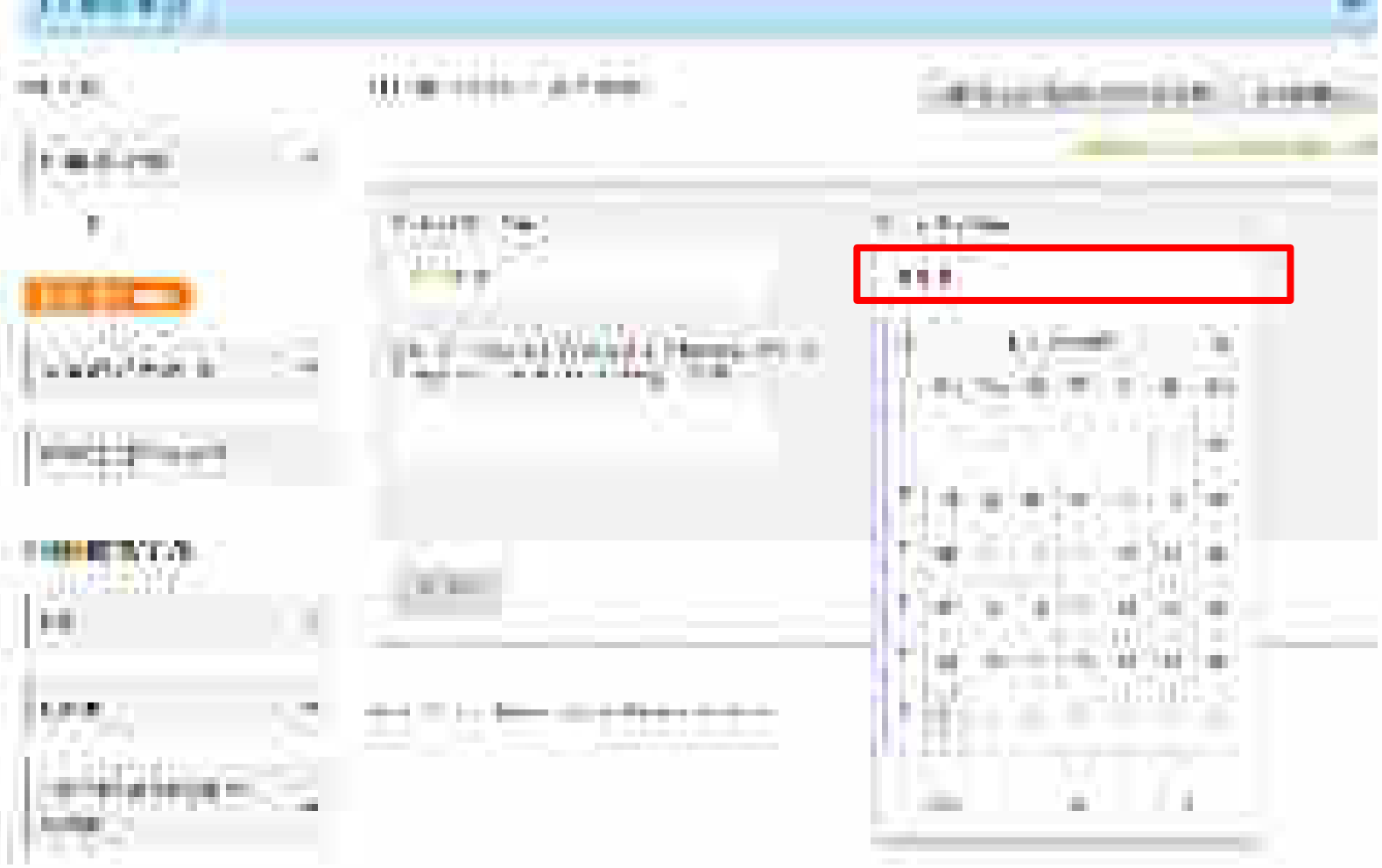


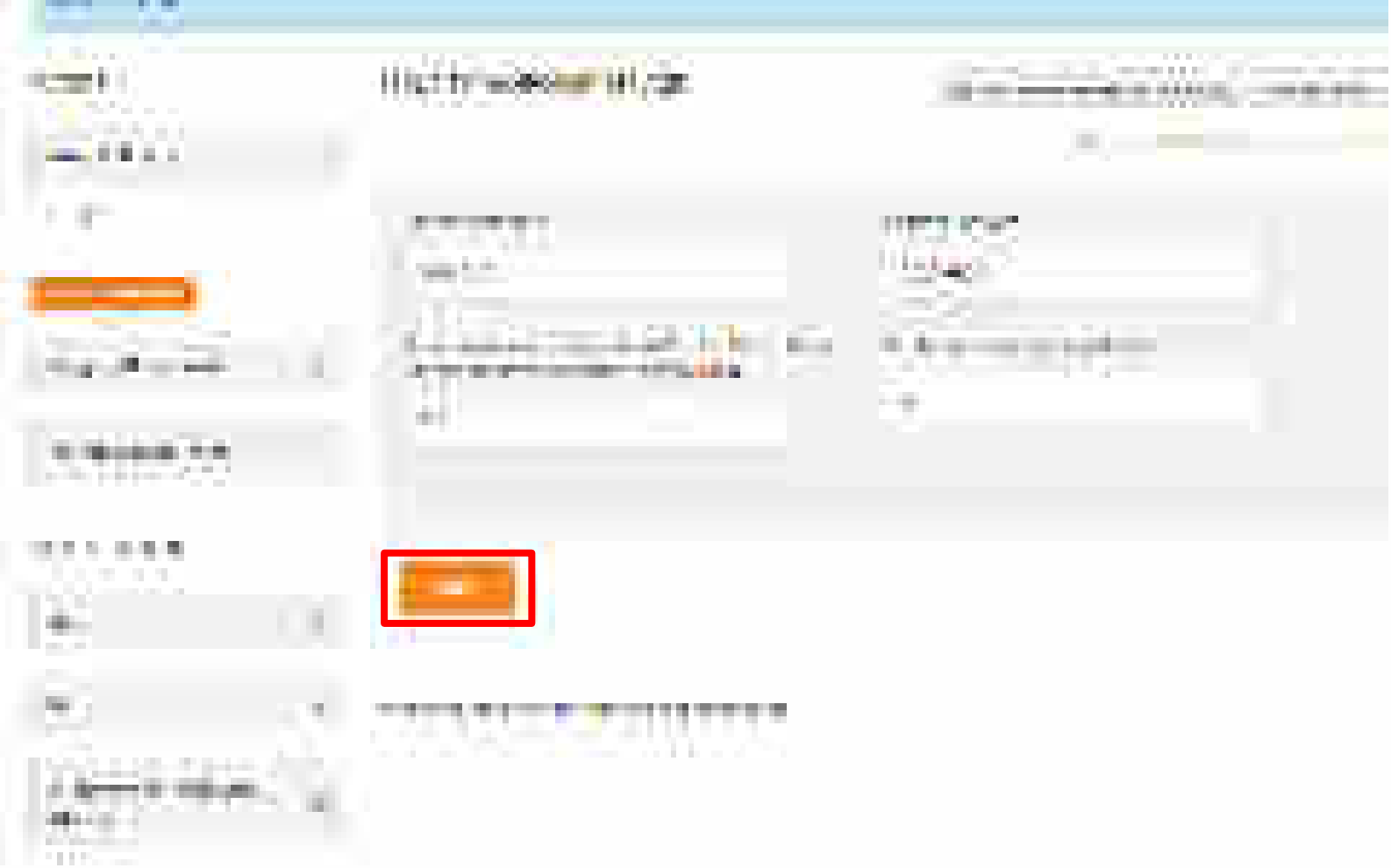


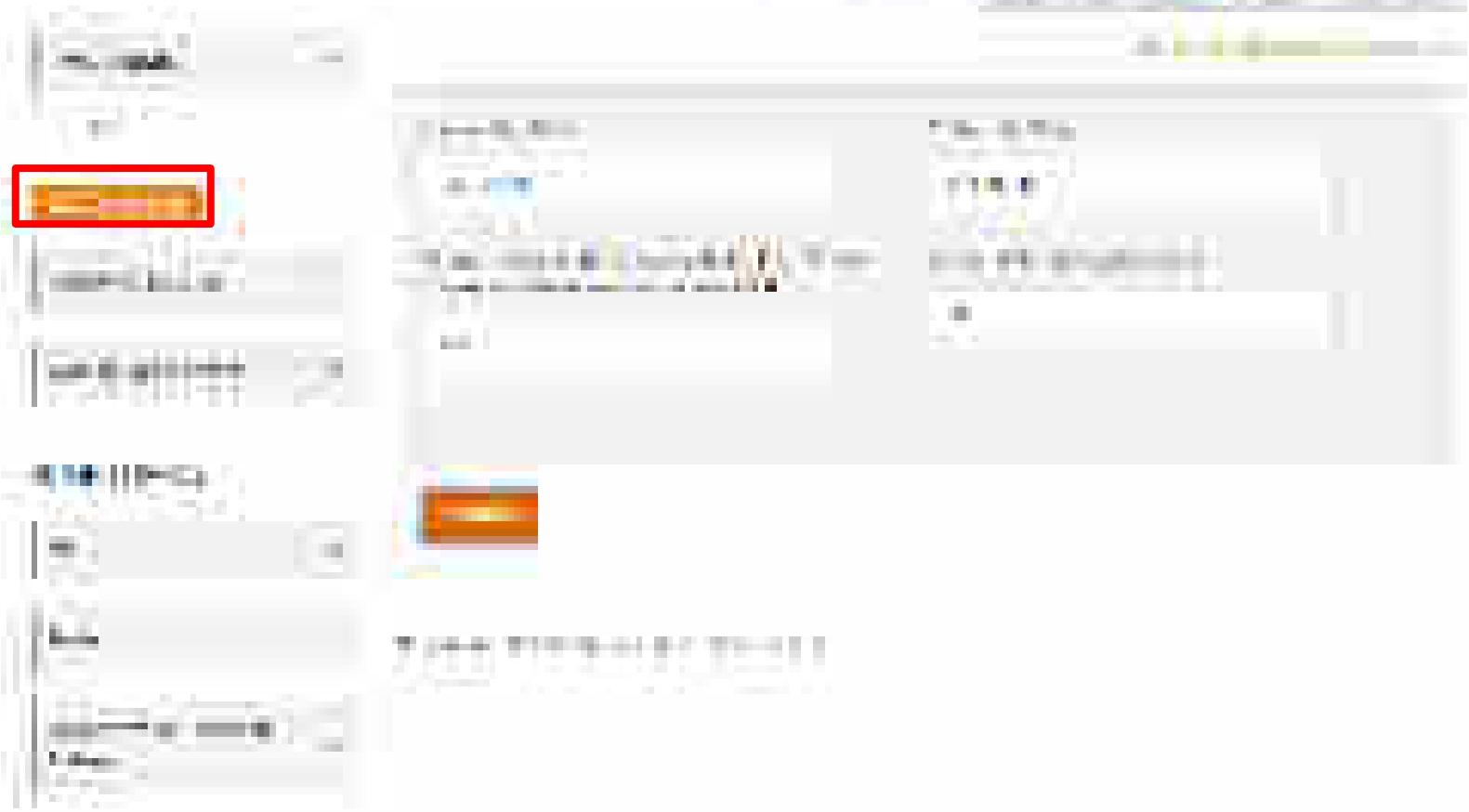


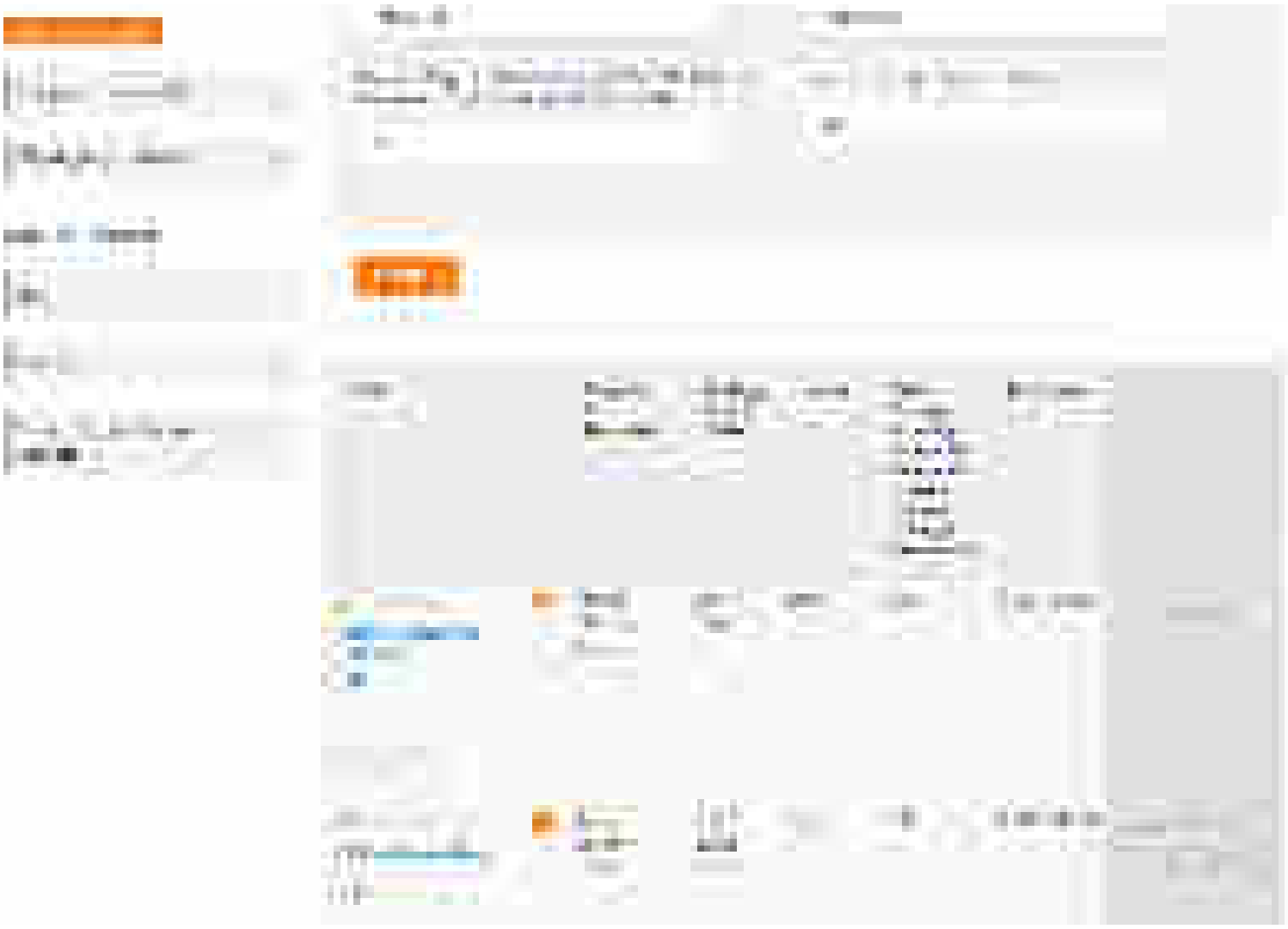


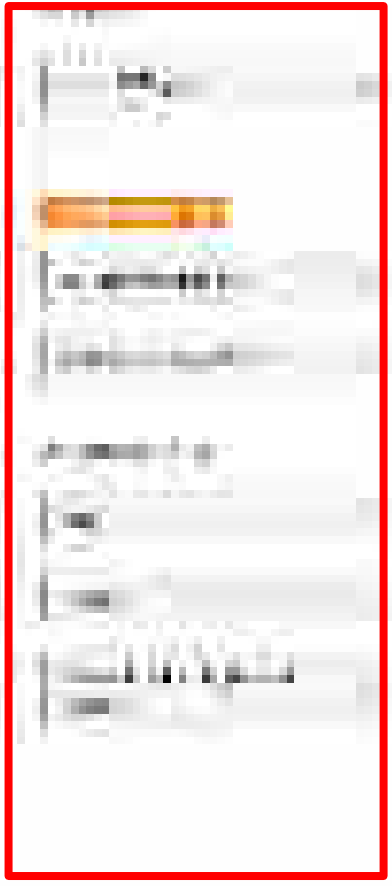


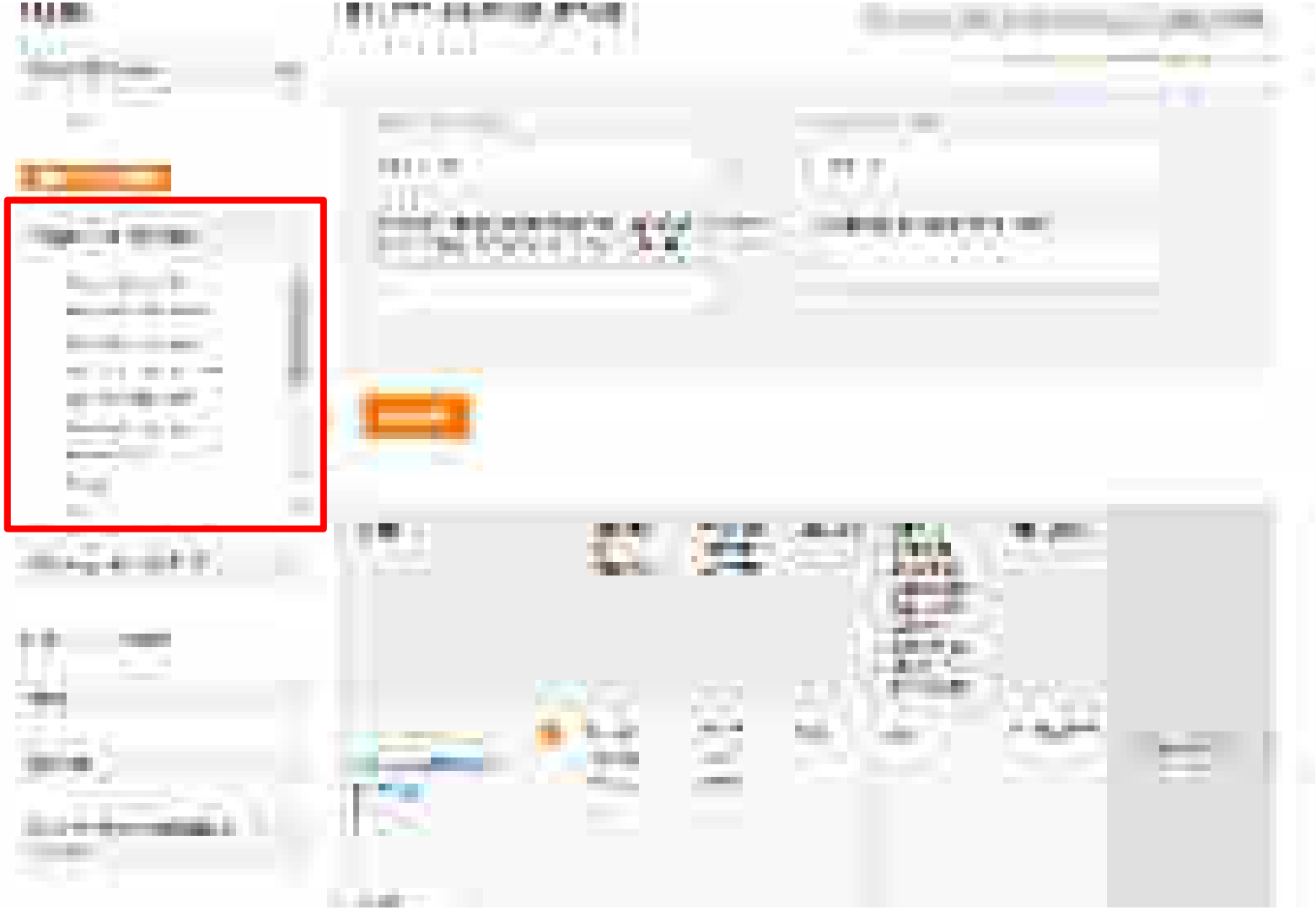


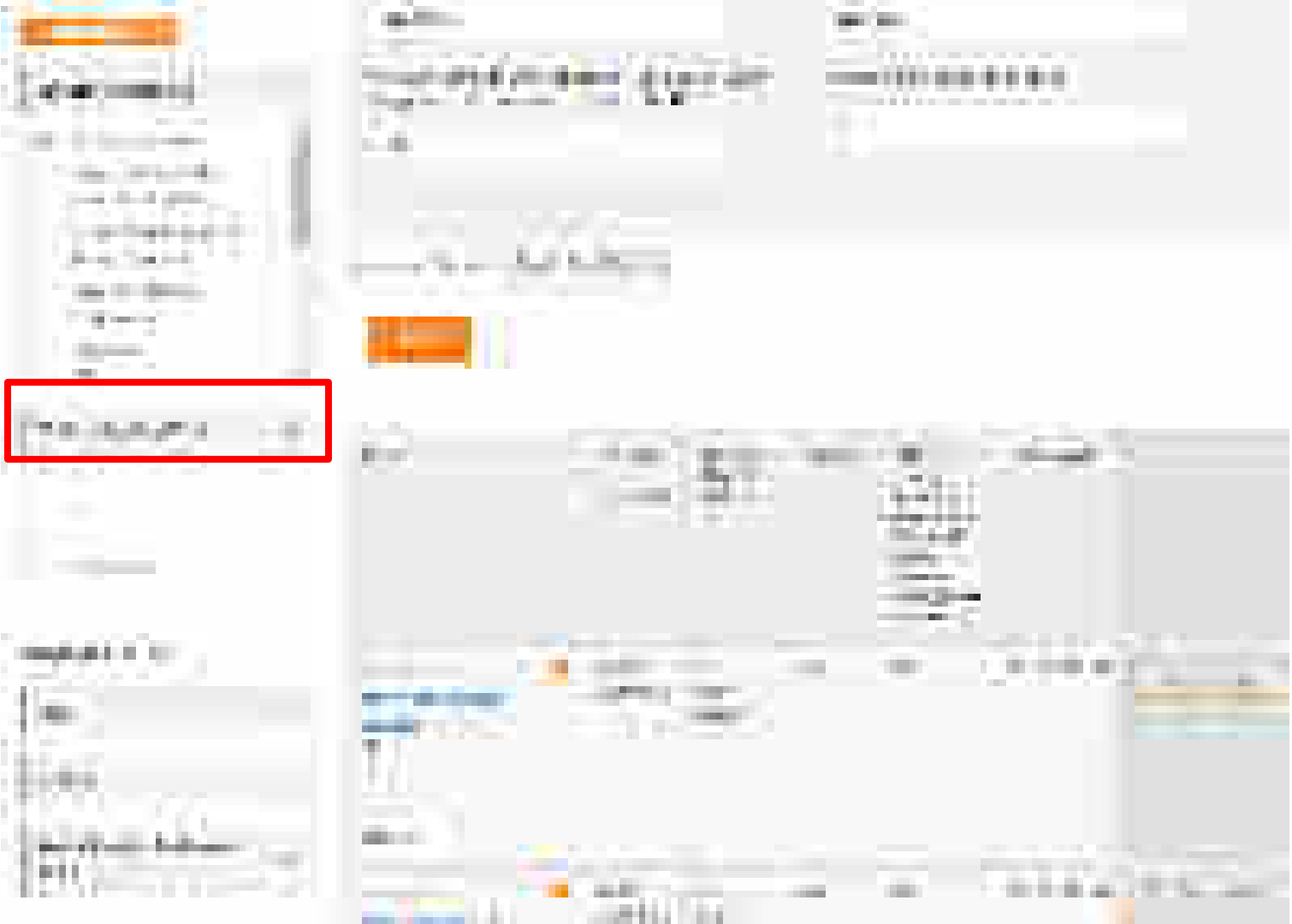


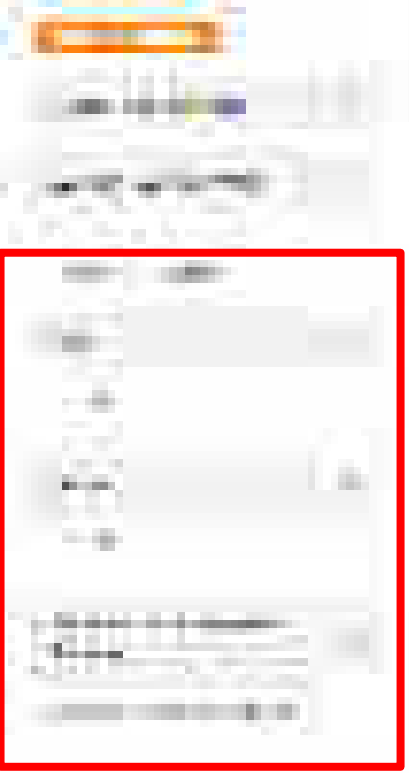


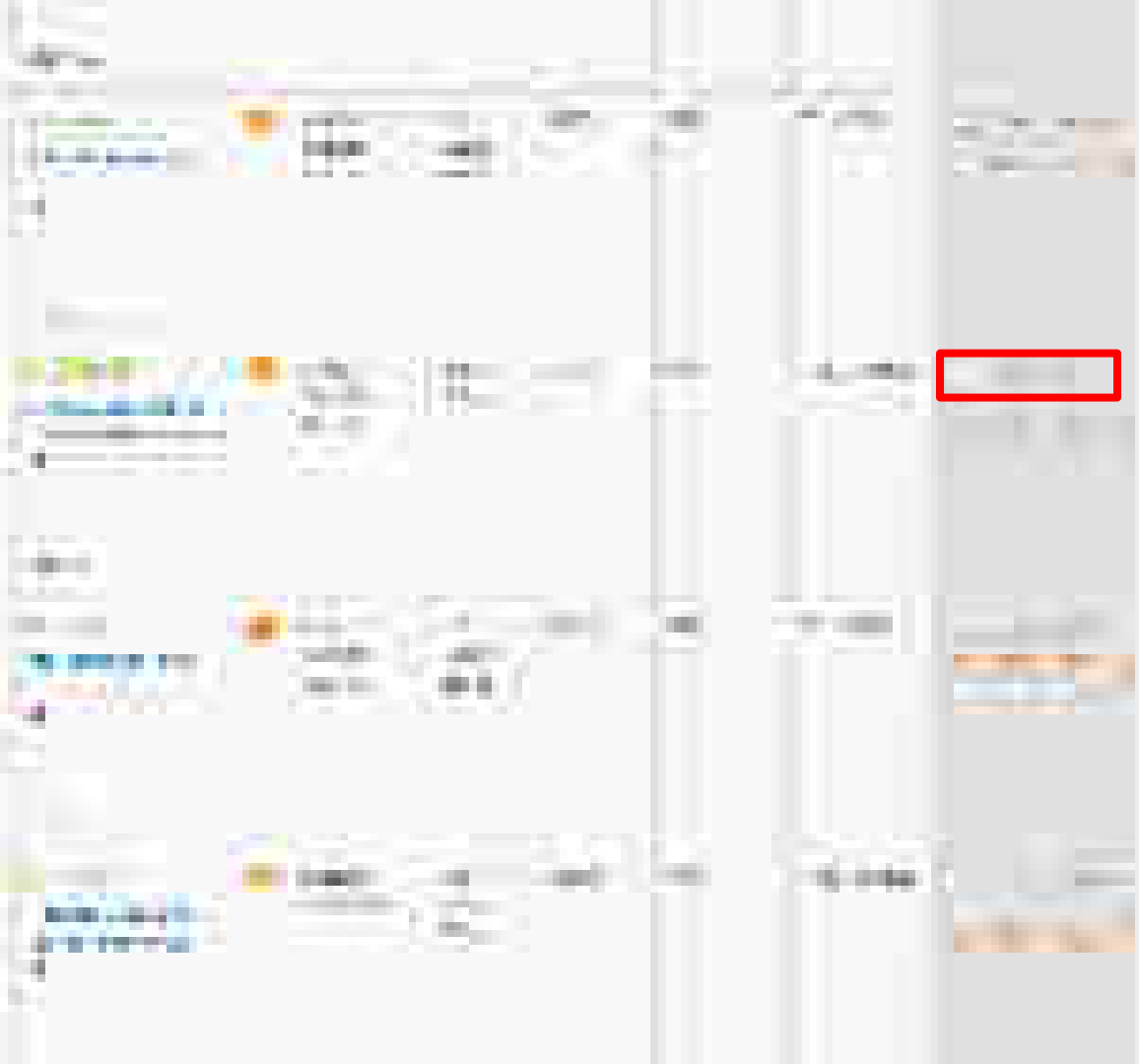


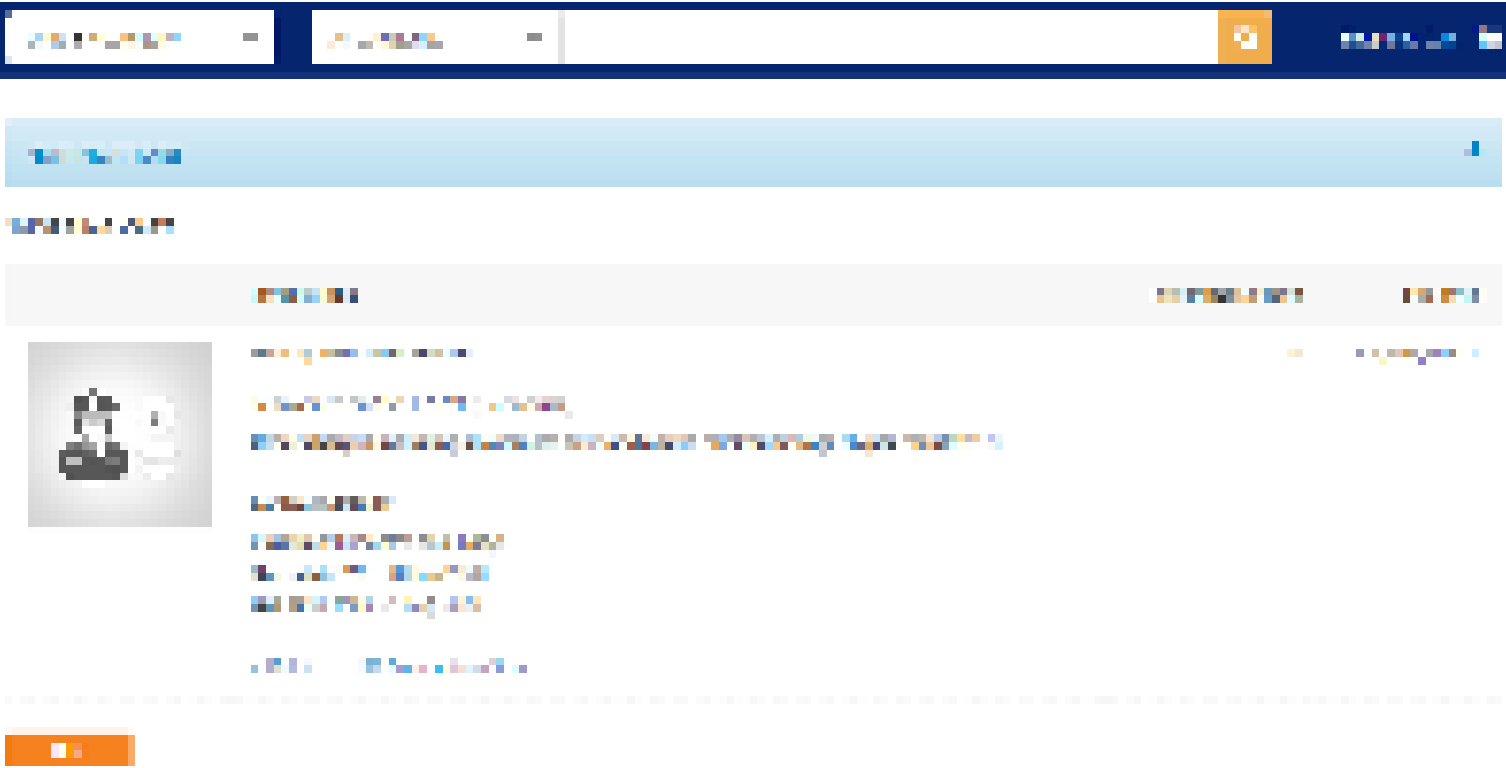


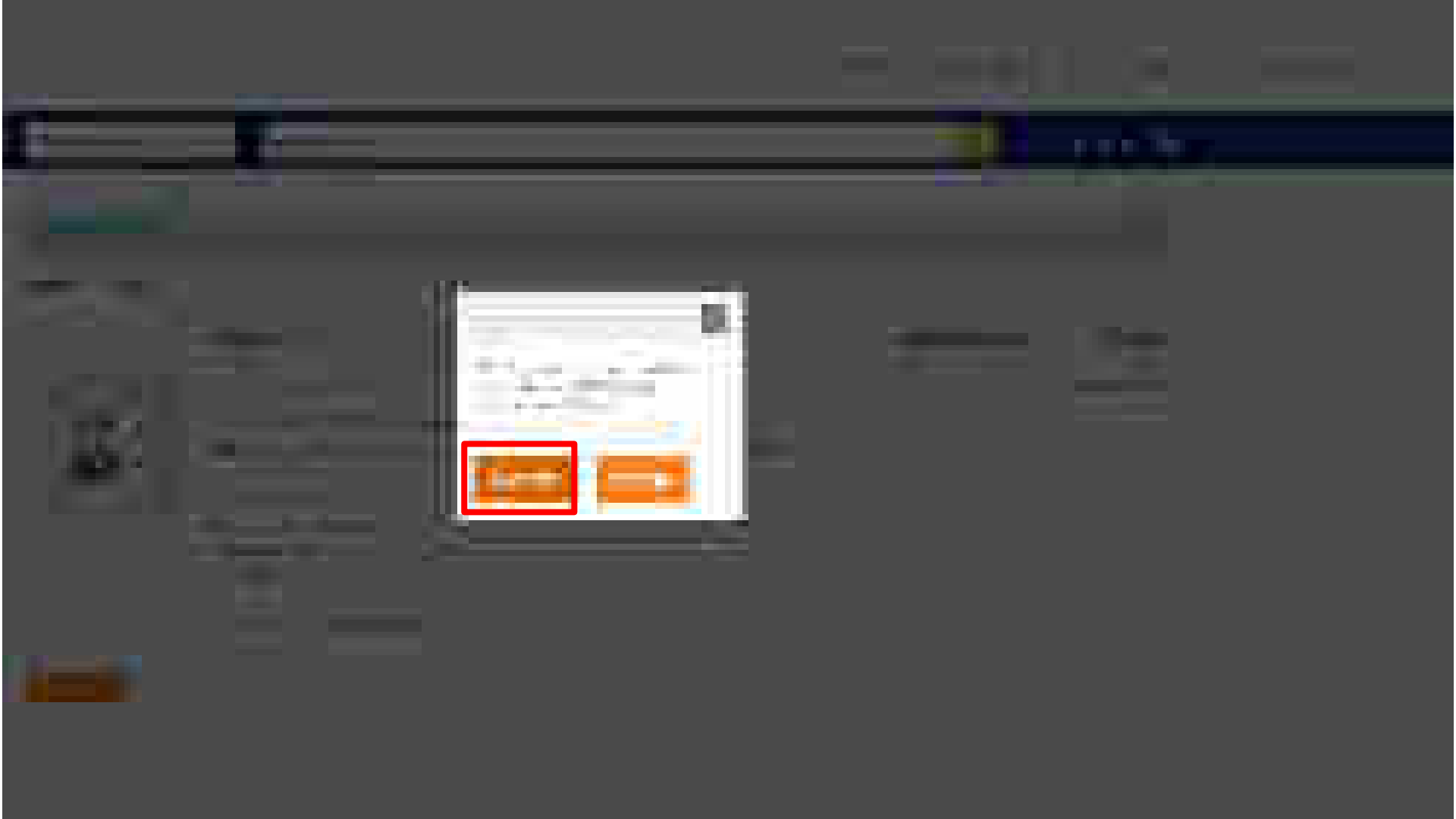


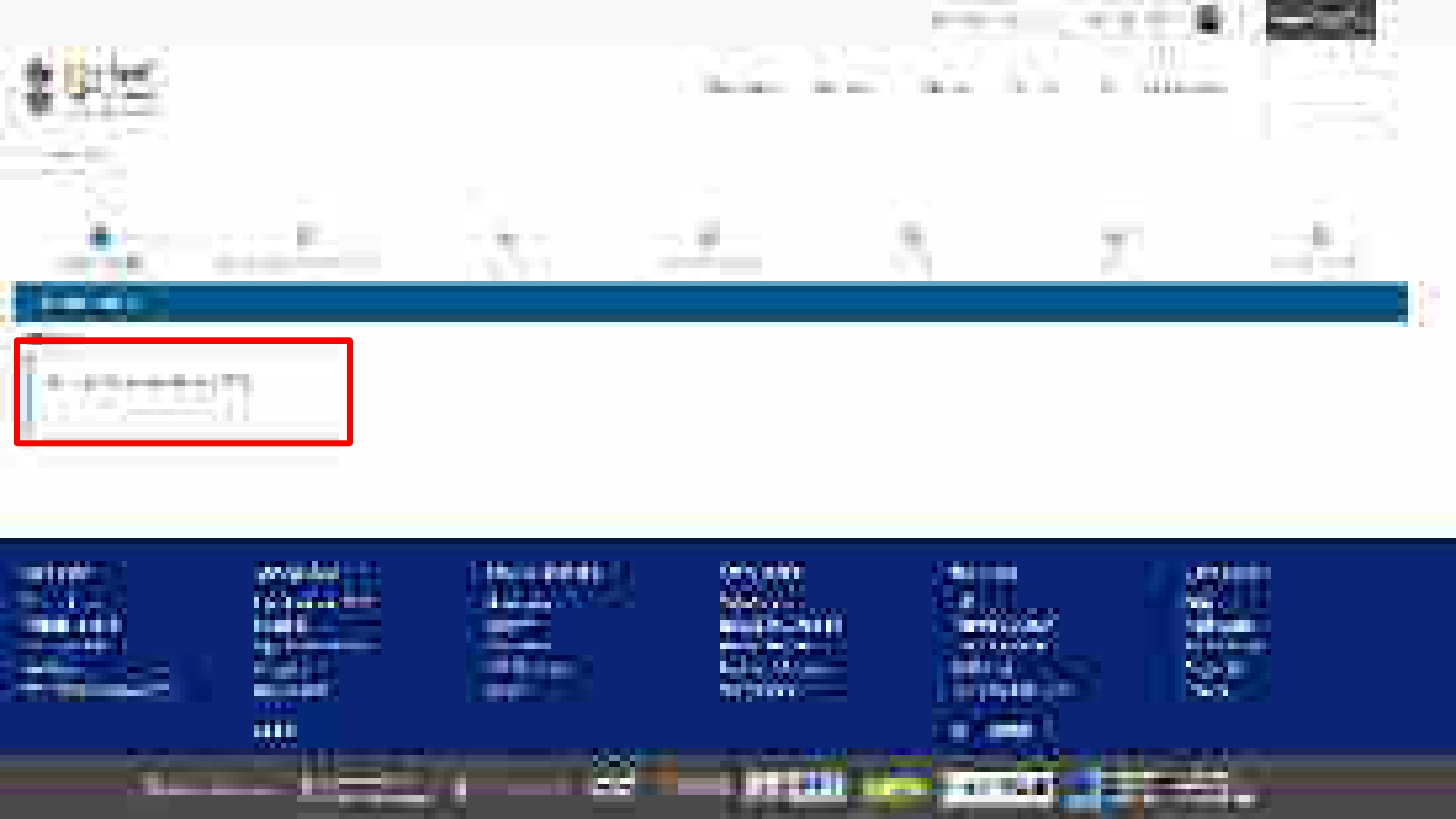


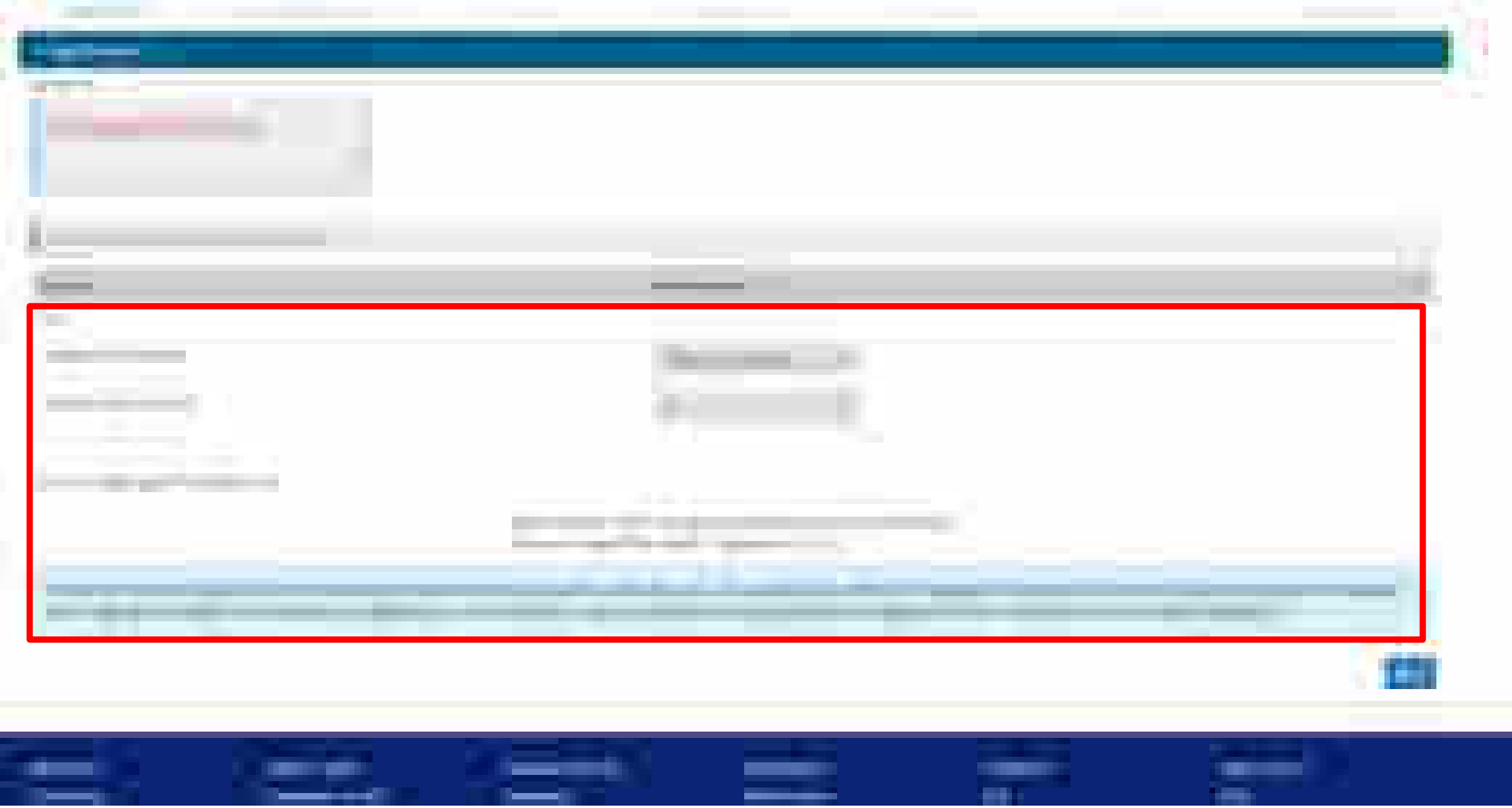


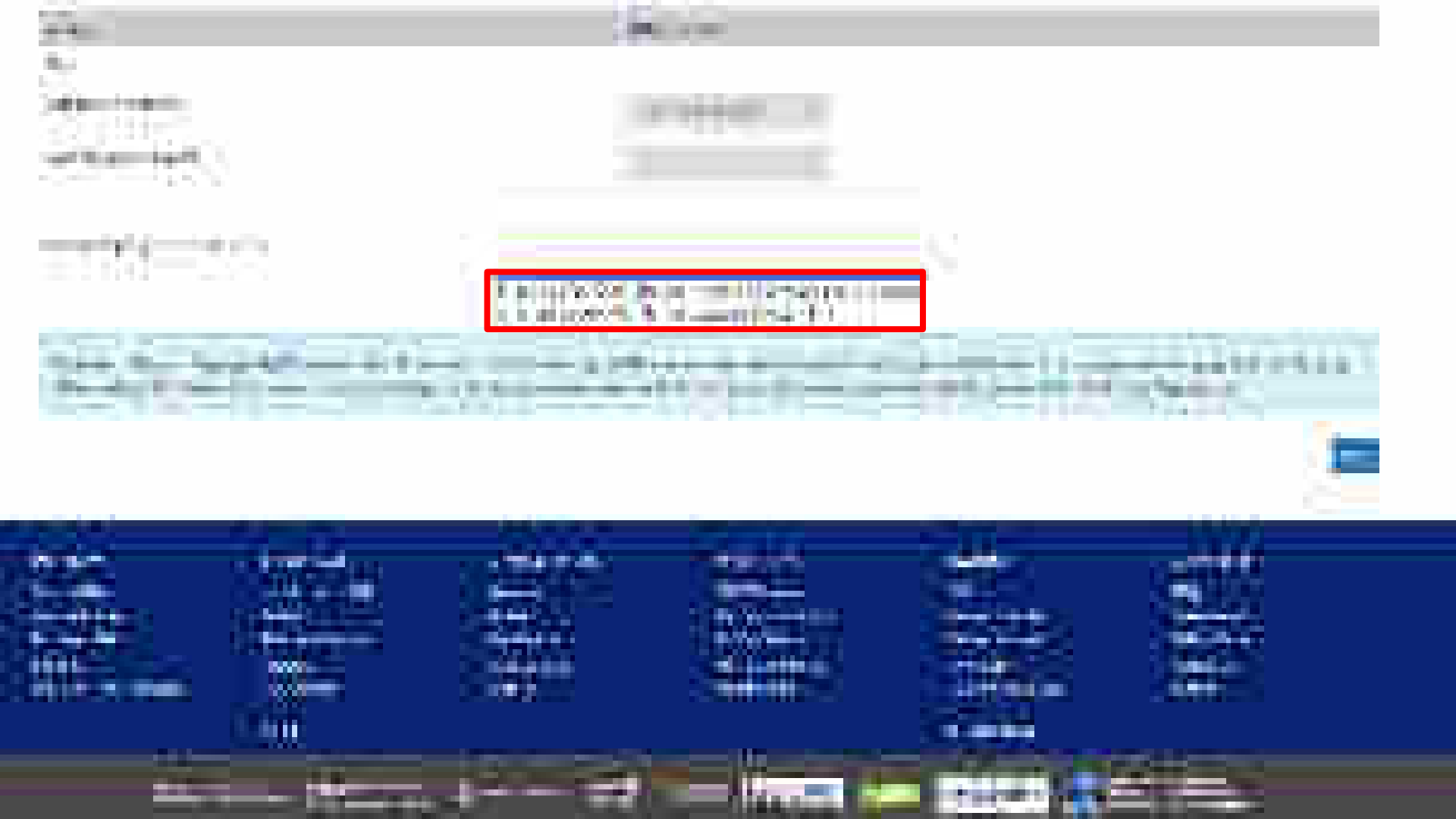


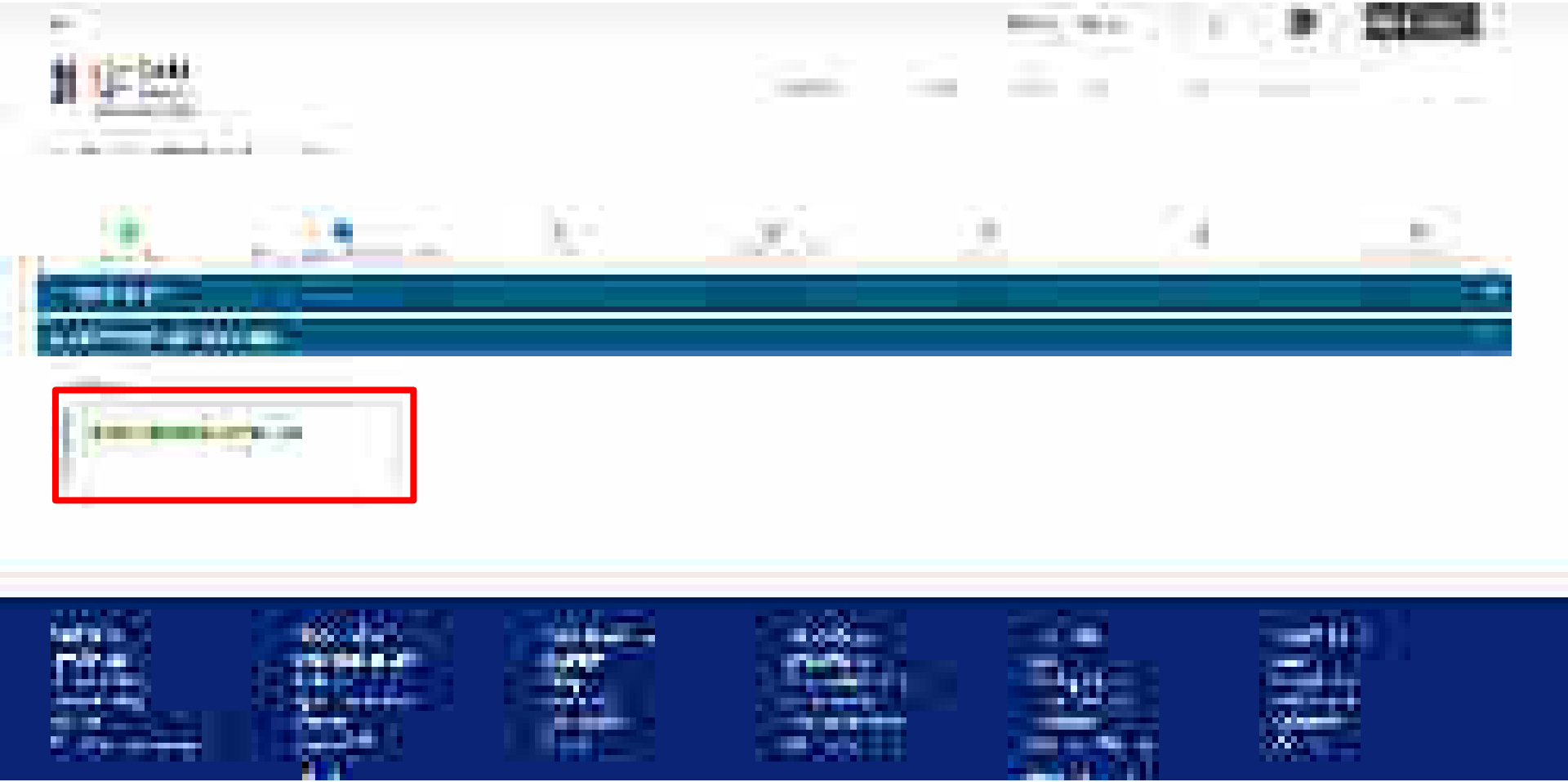


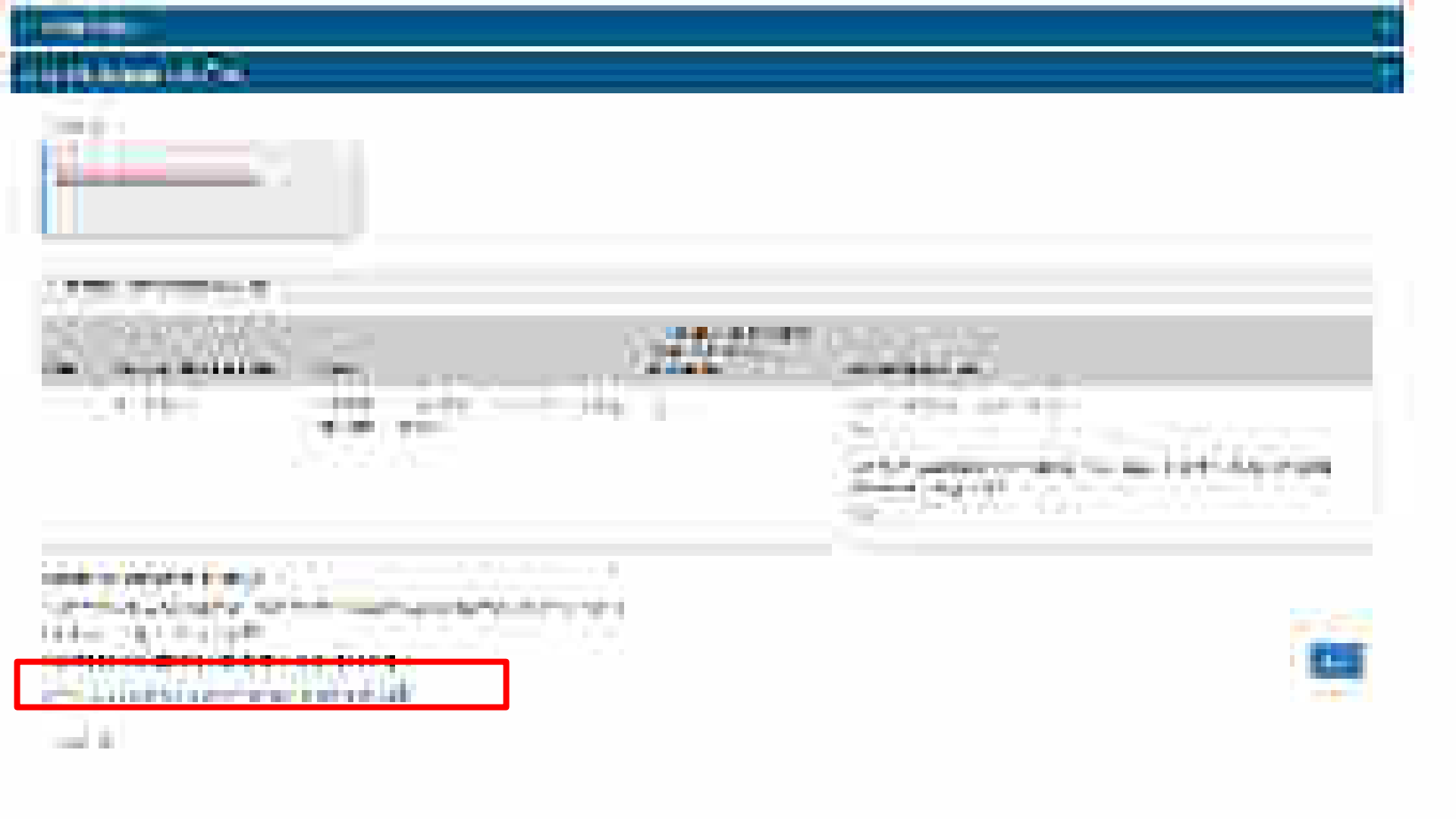


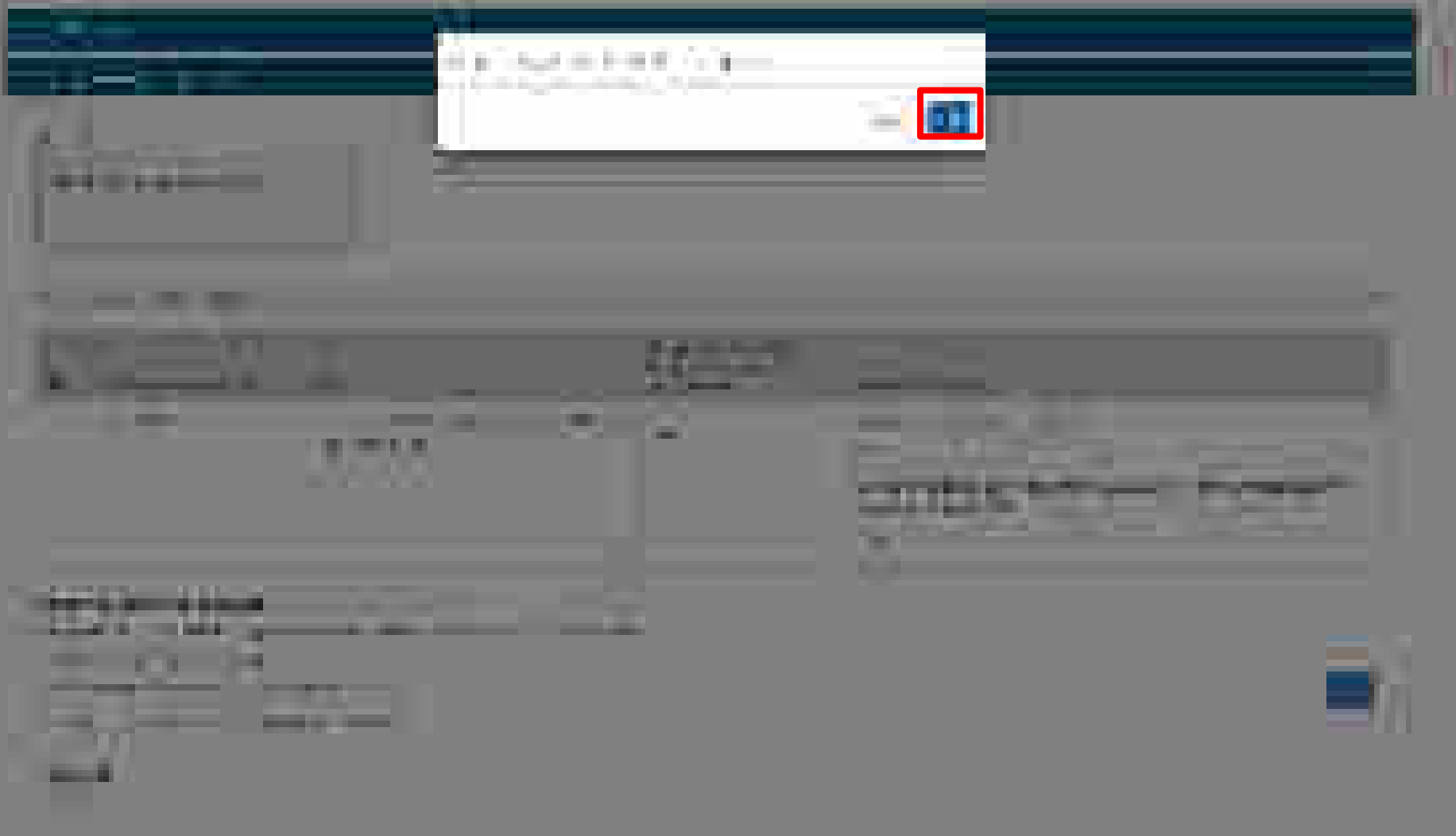


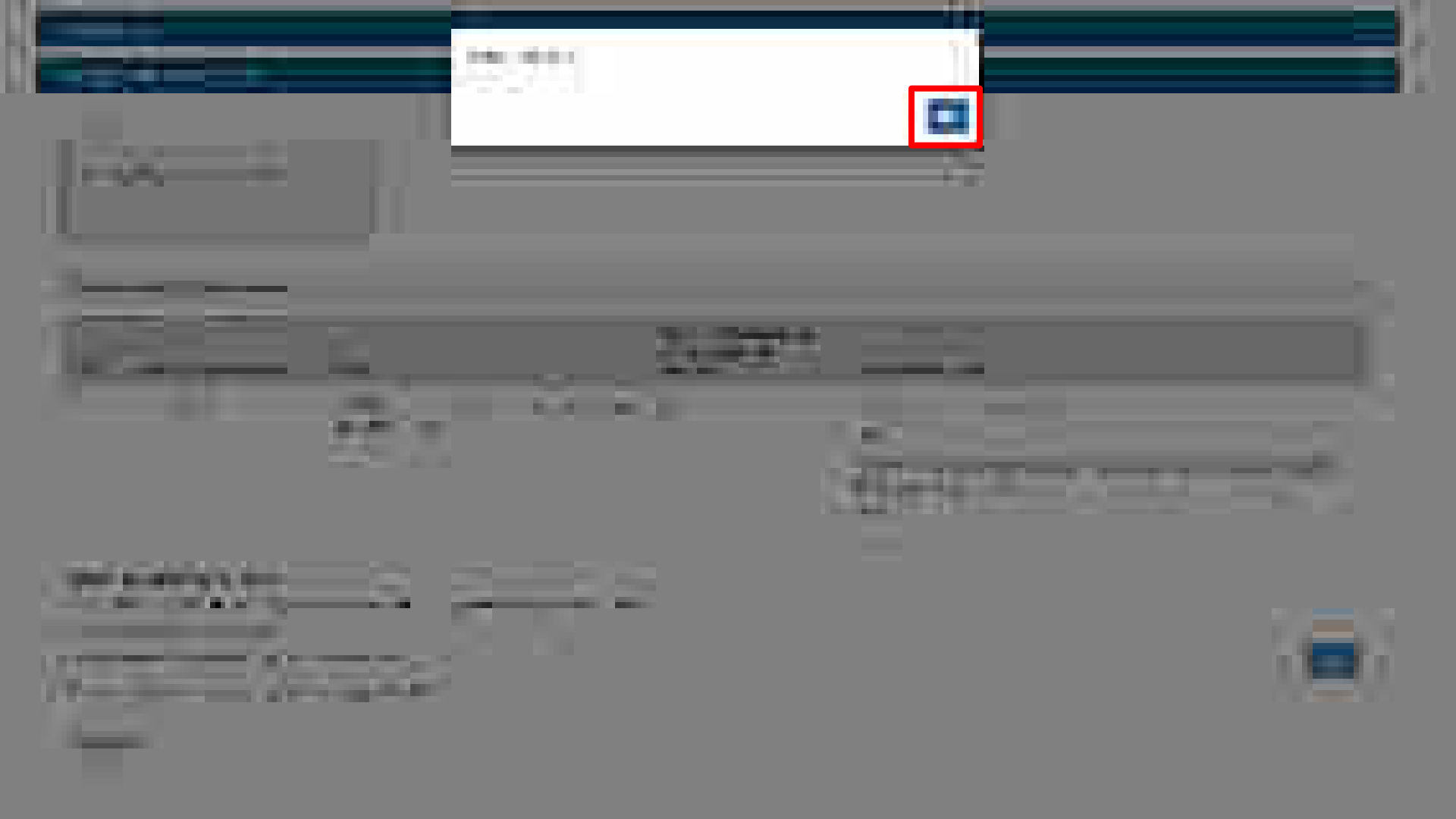


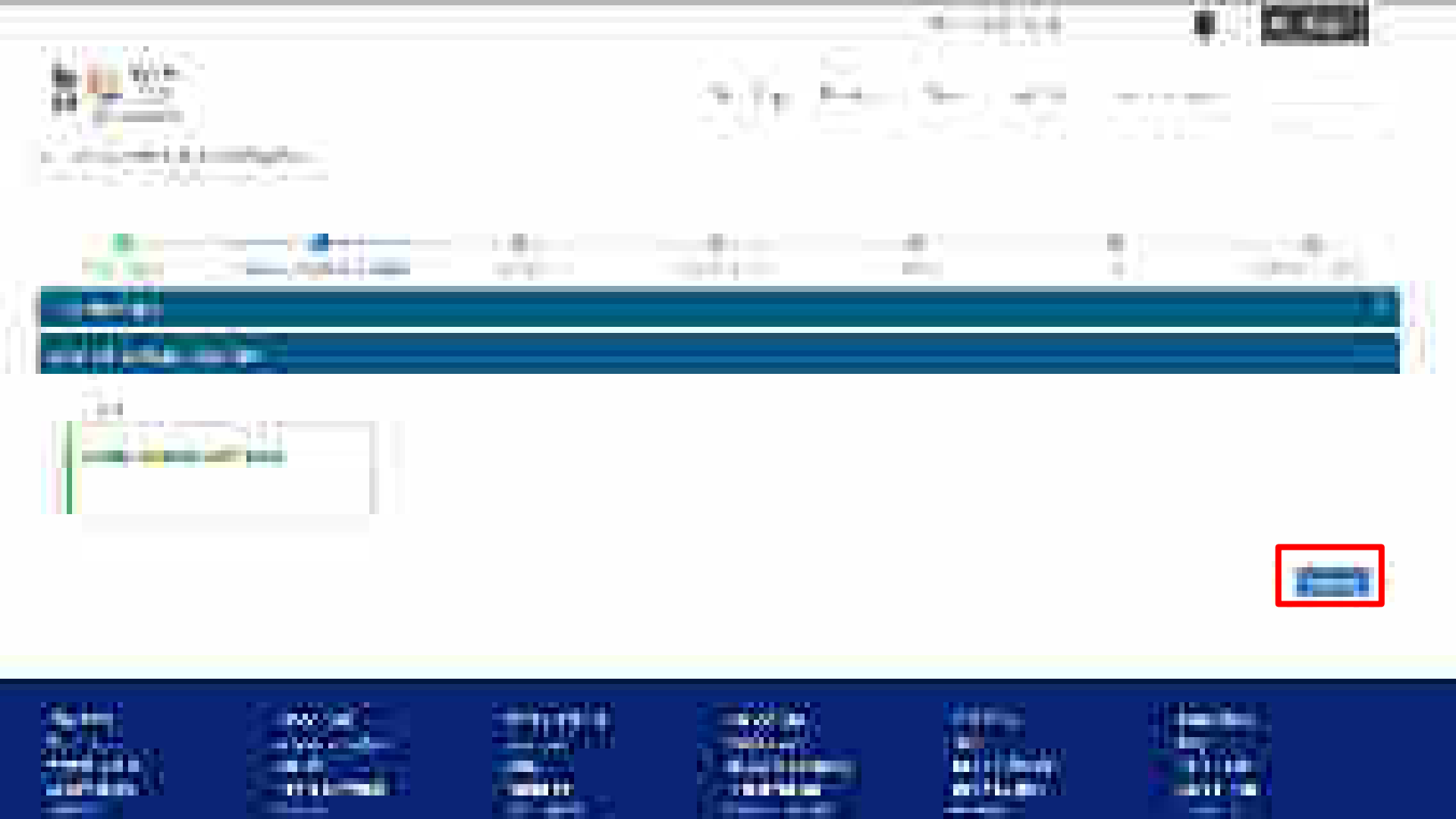


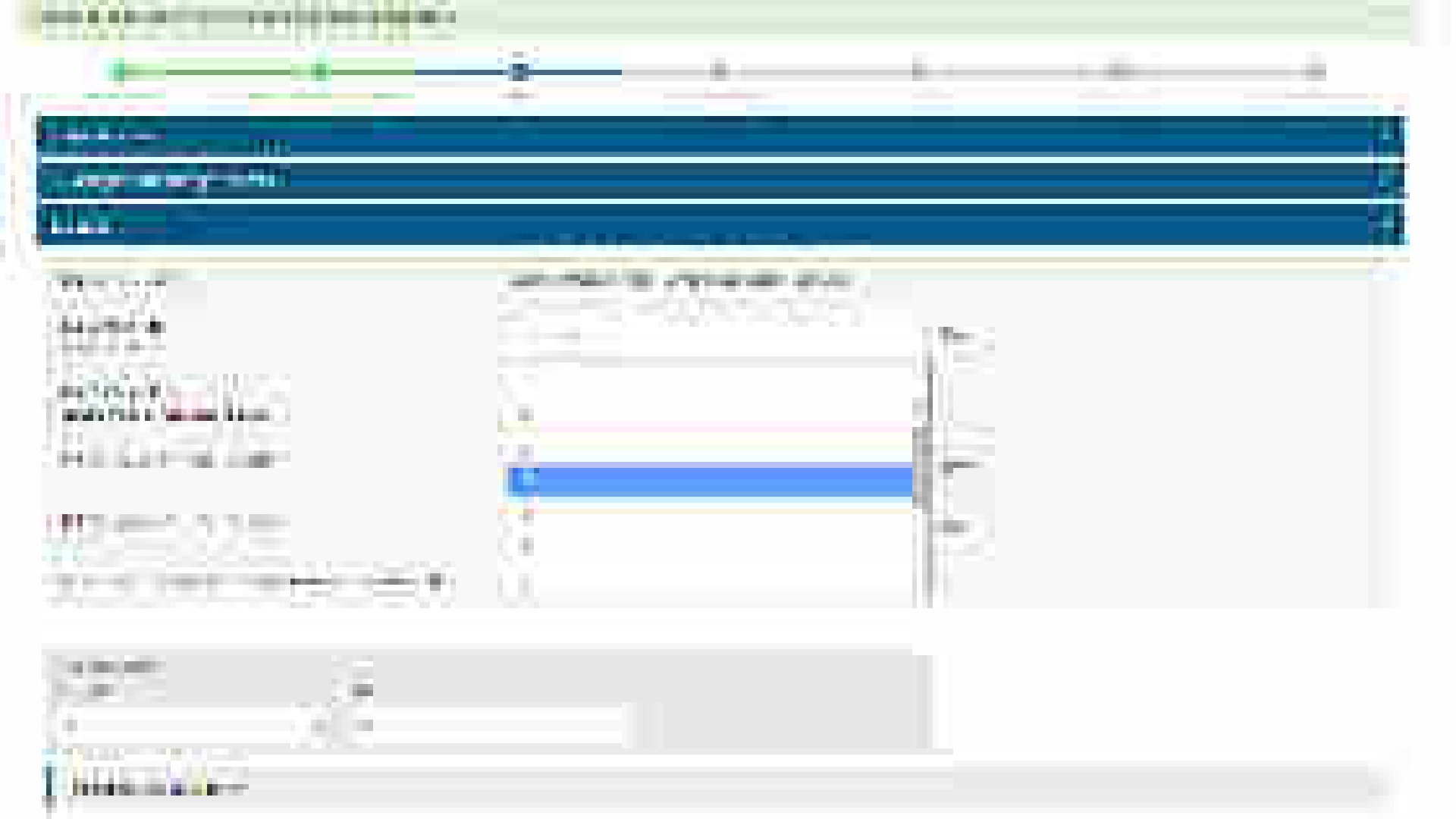




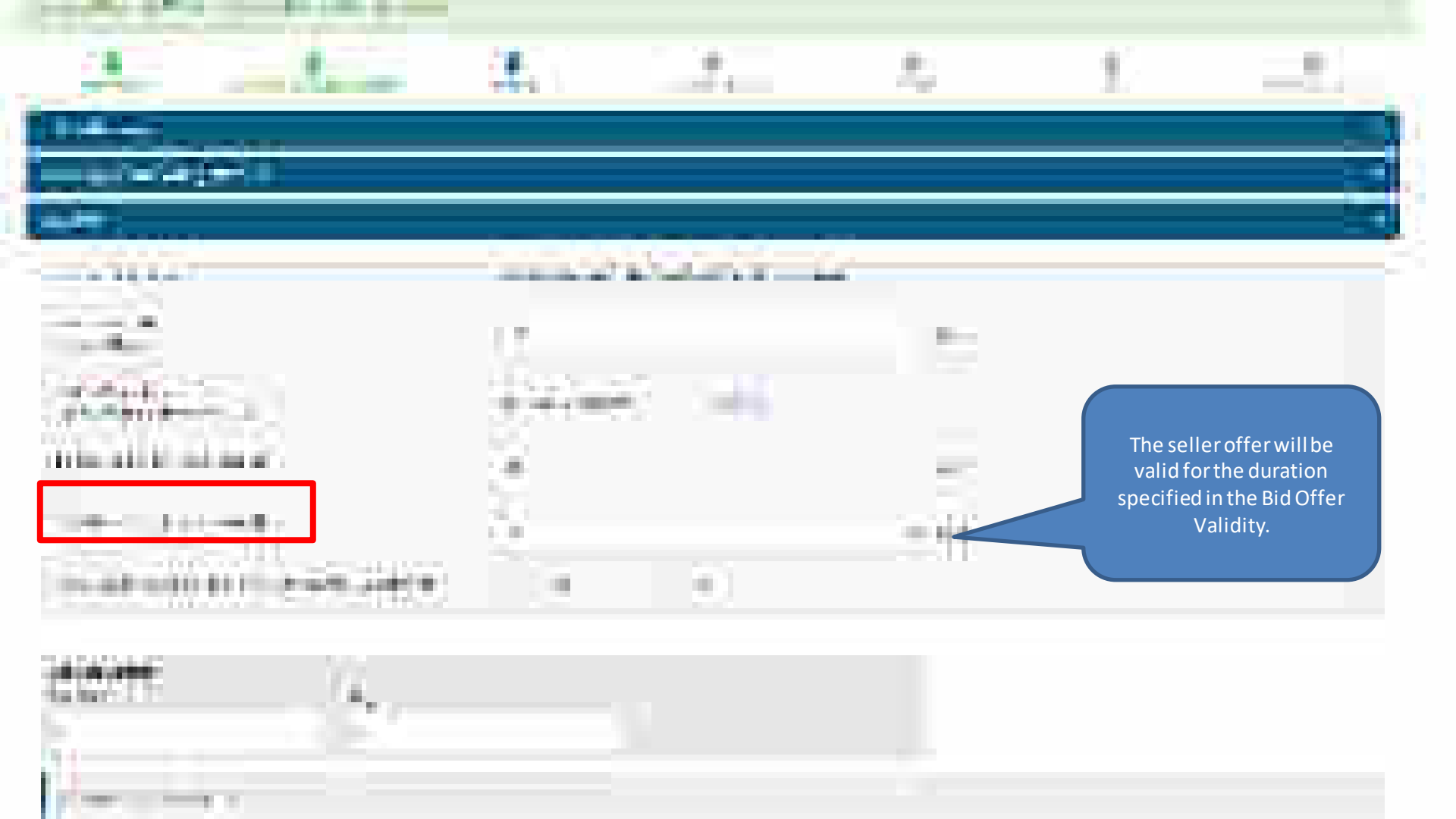


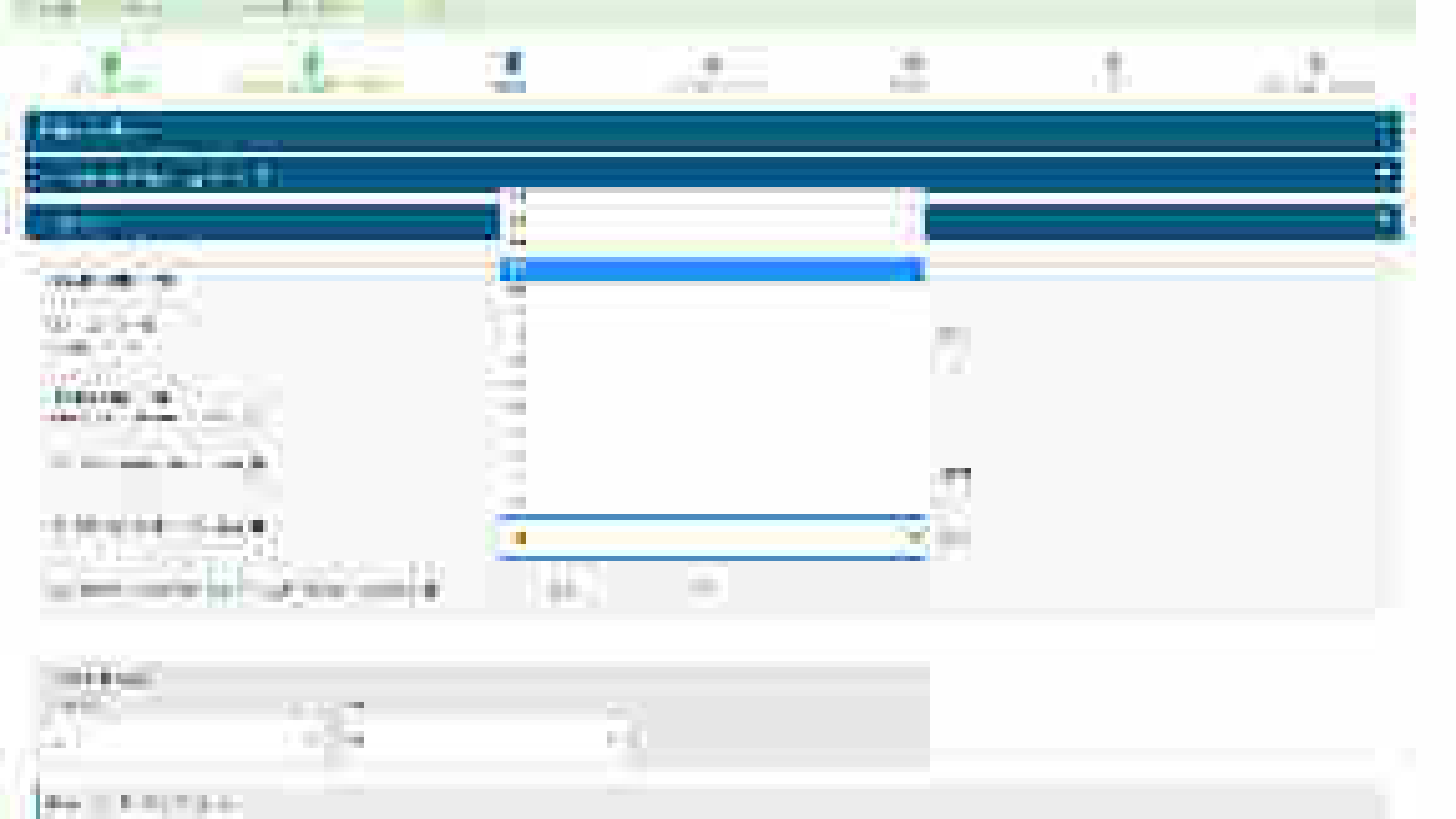


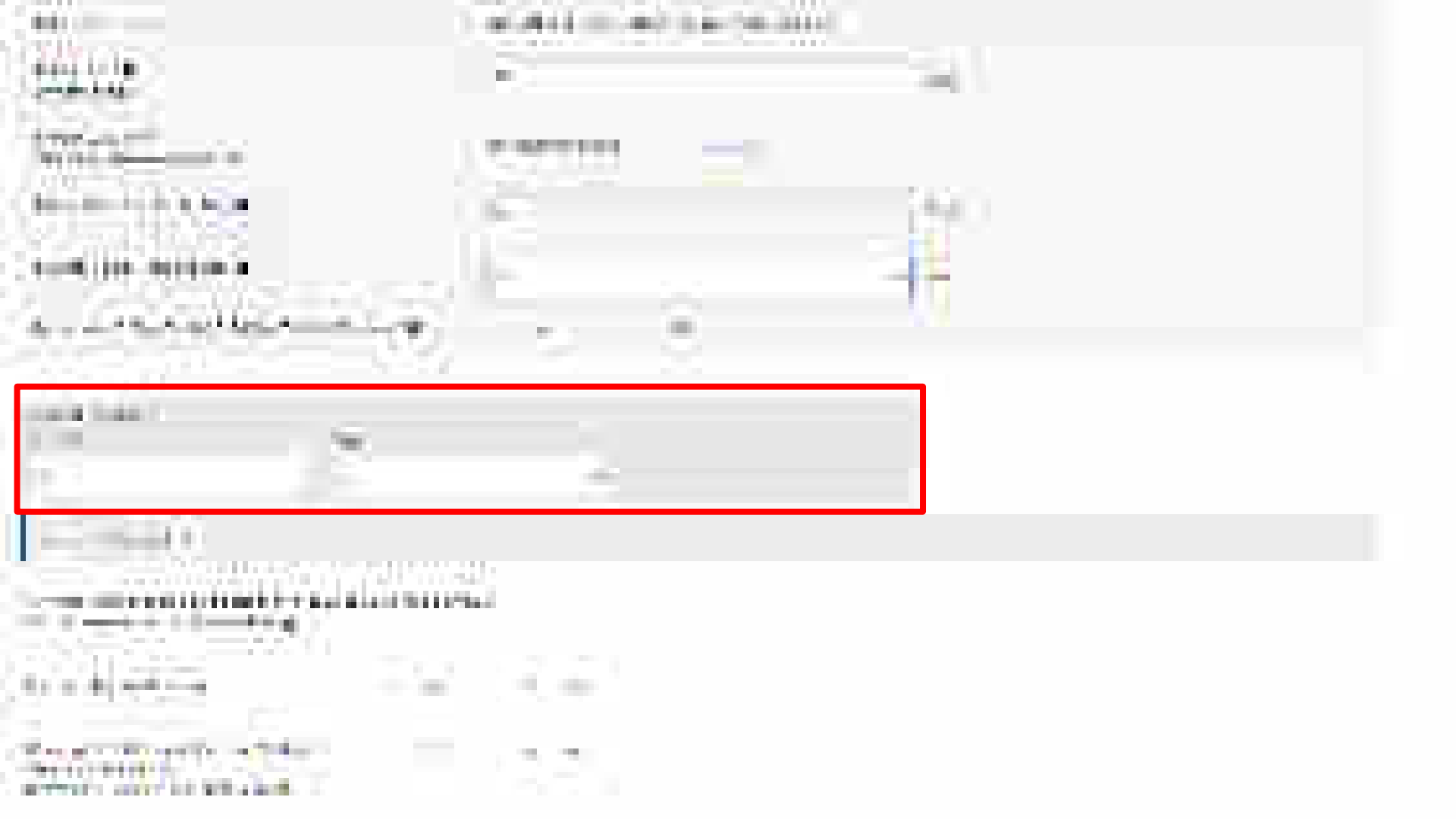




Bid Life Cycle is the period within which a buyer has to complete the entire life cycle i.e. Technical Evaluation, Financial Evaluation and Order Creation of Bid process.

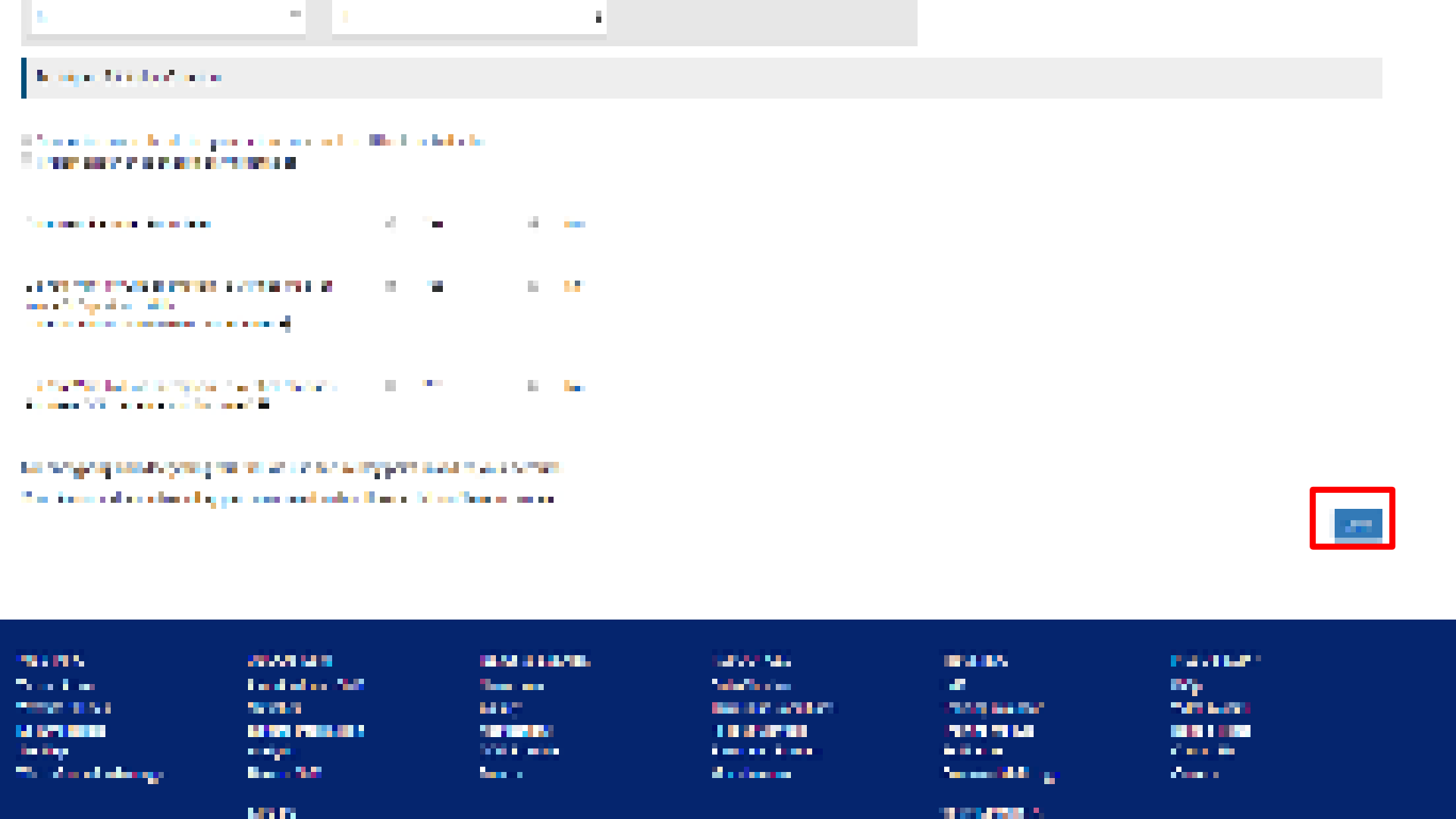

The seller offer will be valid for the duration specified in the Bid Offer Validity.

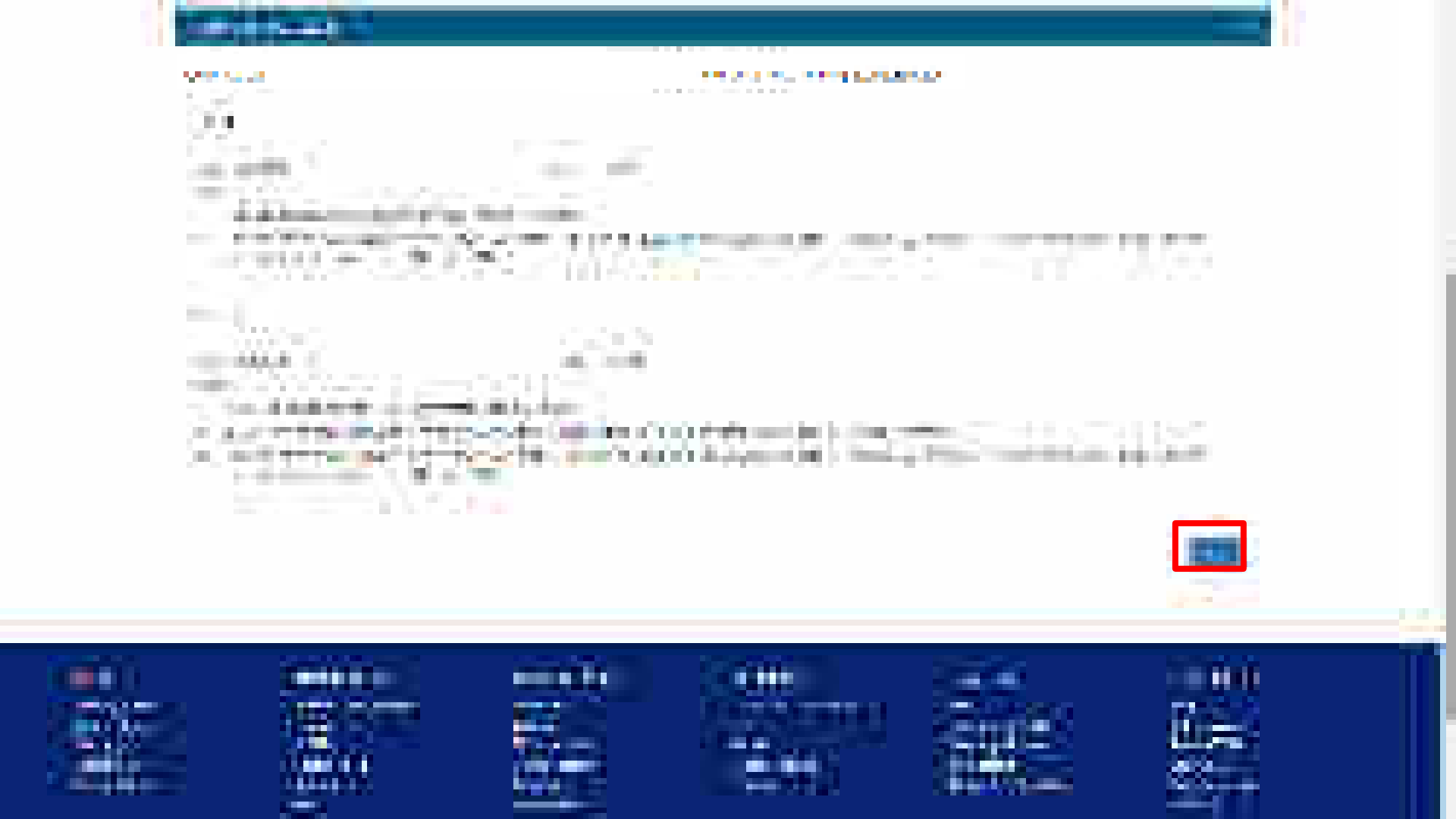




Project Experience will be calculated based on following logic.

1. Three similar completed services costing not less than amount equal to 40% of the estimated cost.
2. Two similar completed services costing not less than the amount equal to 50% of the estimated cost.
3. One similar completed service costing not less than the amount equal to 80%.





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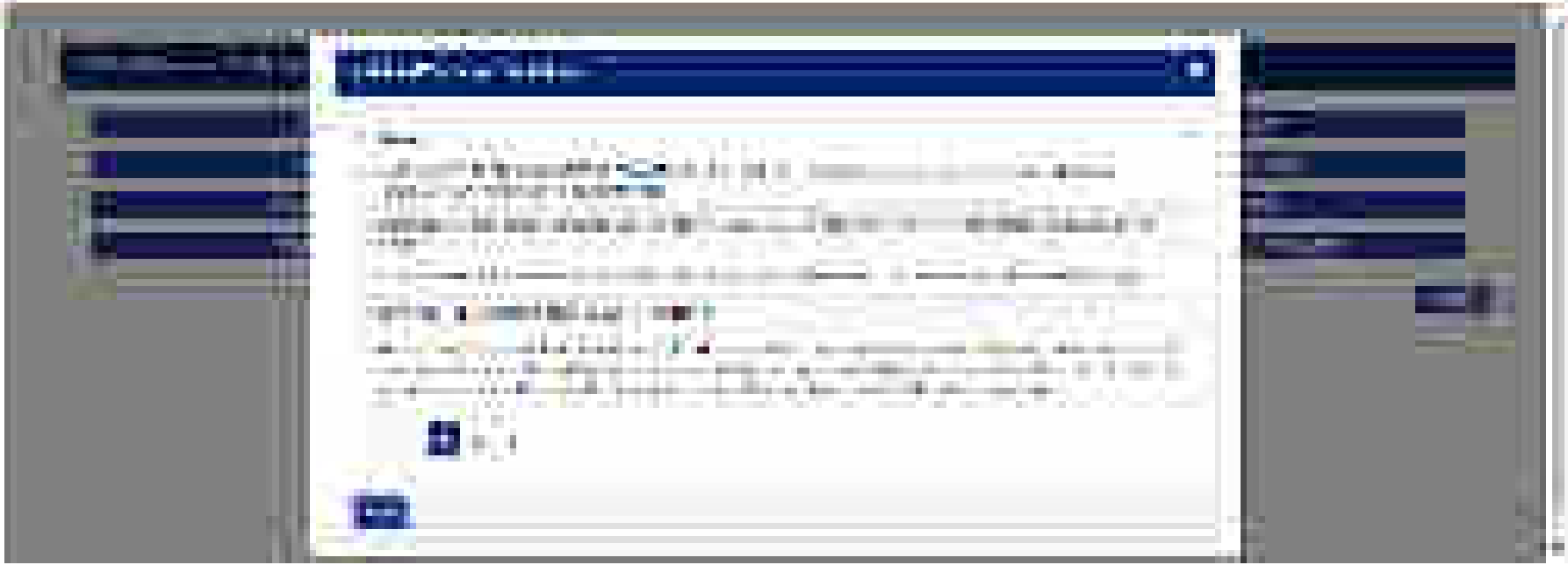

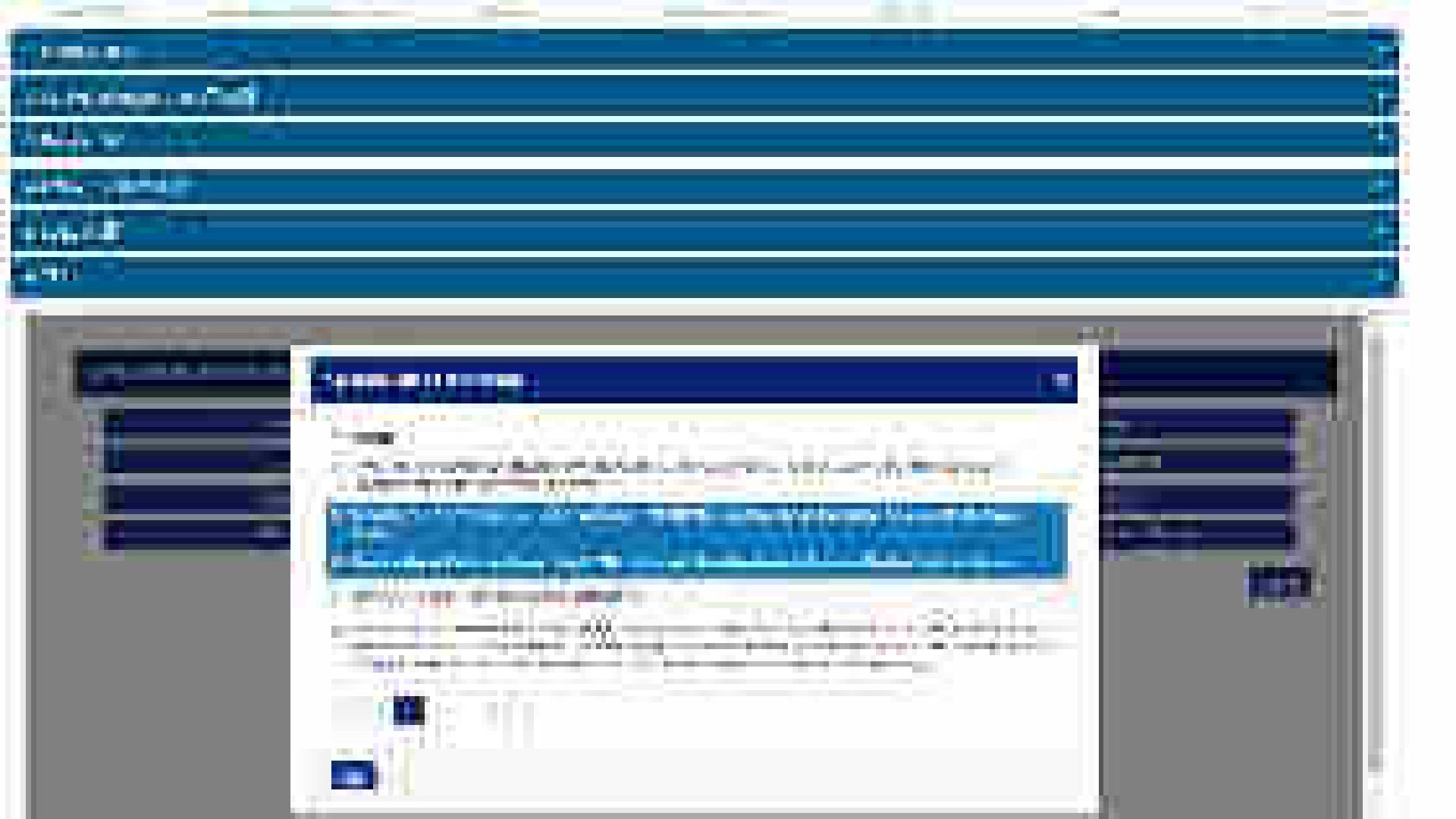

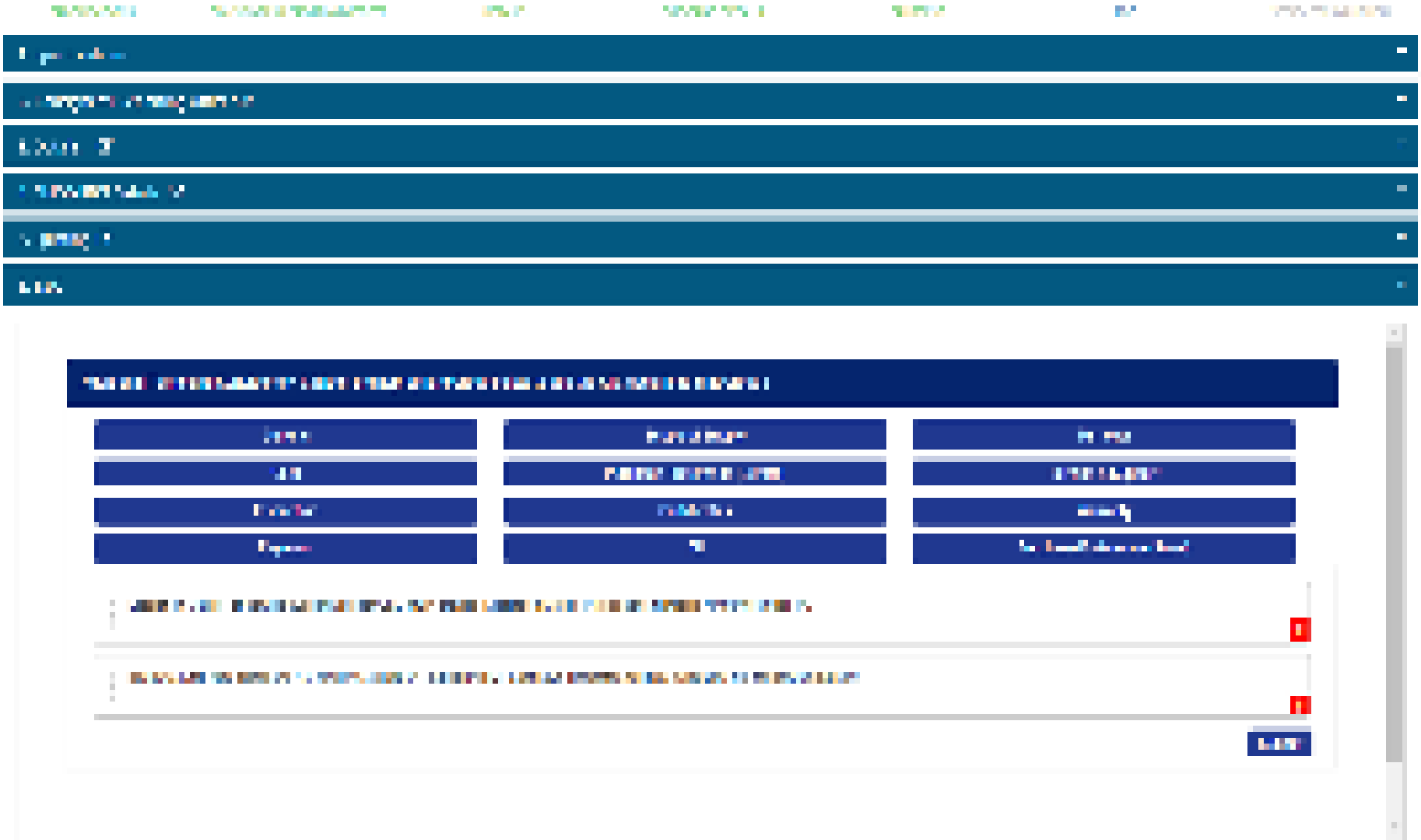

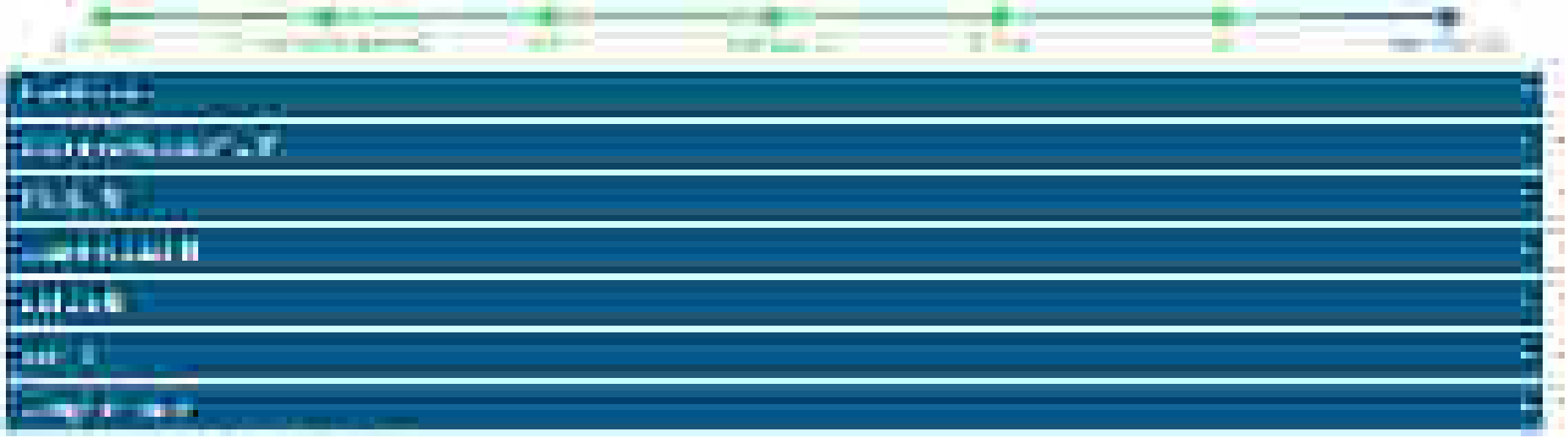

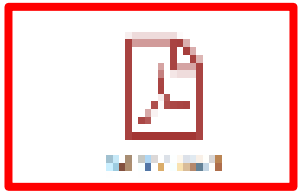

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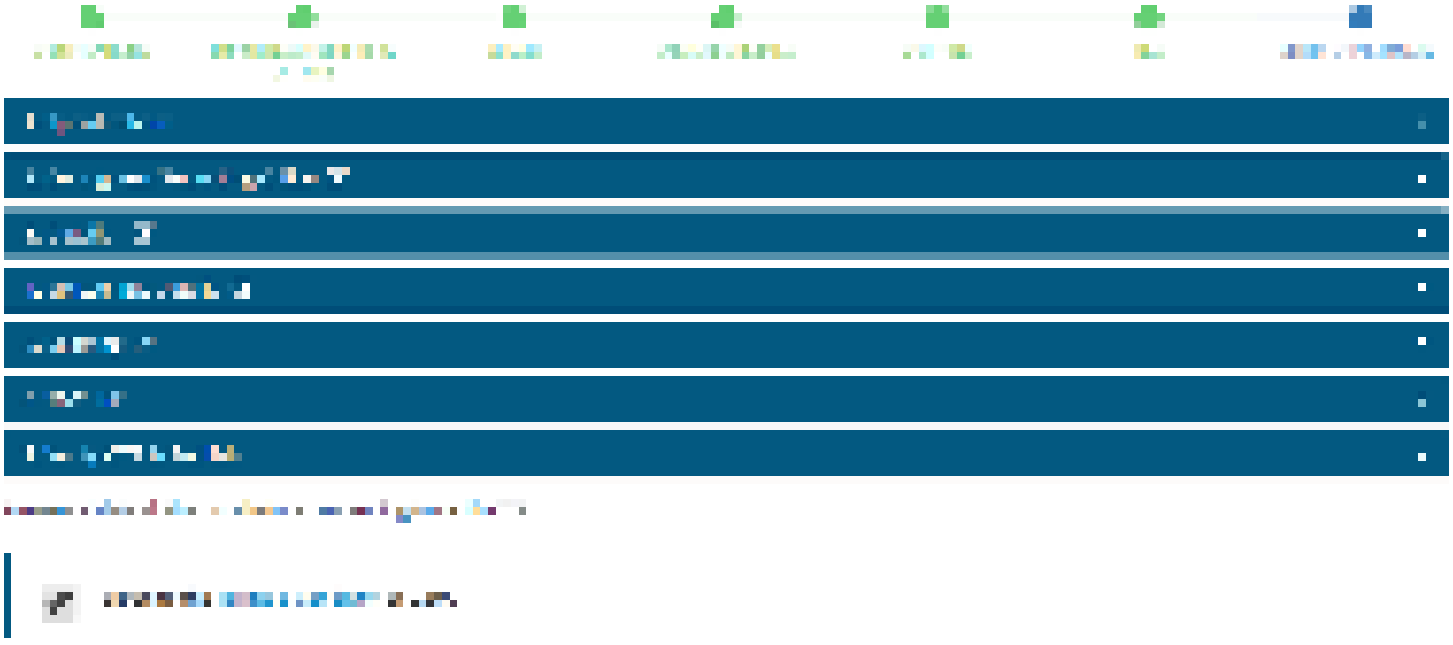

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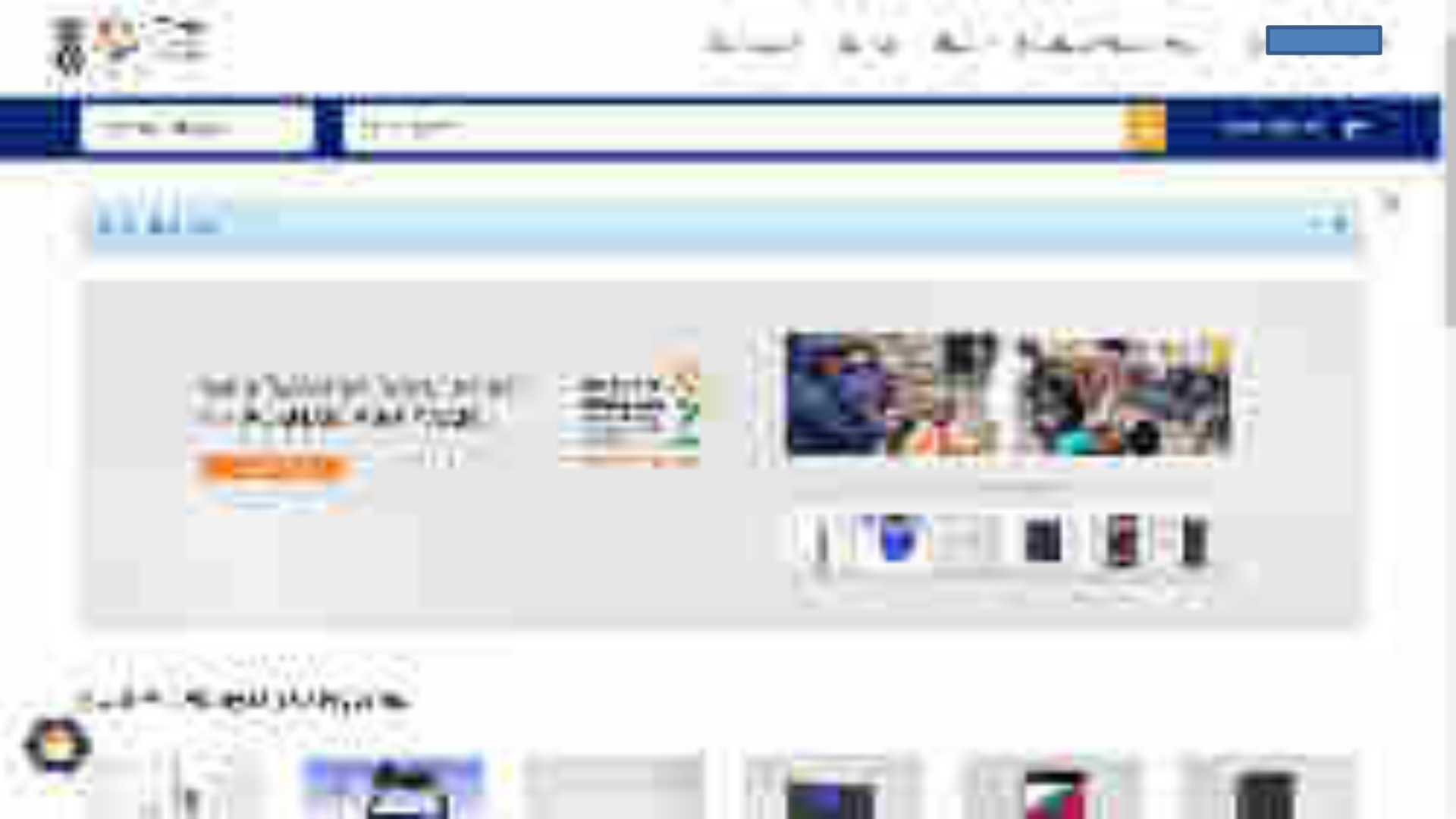
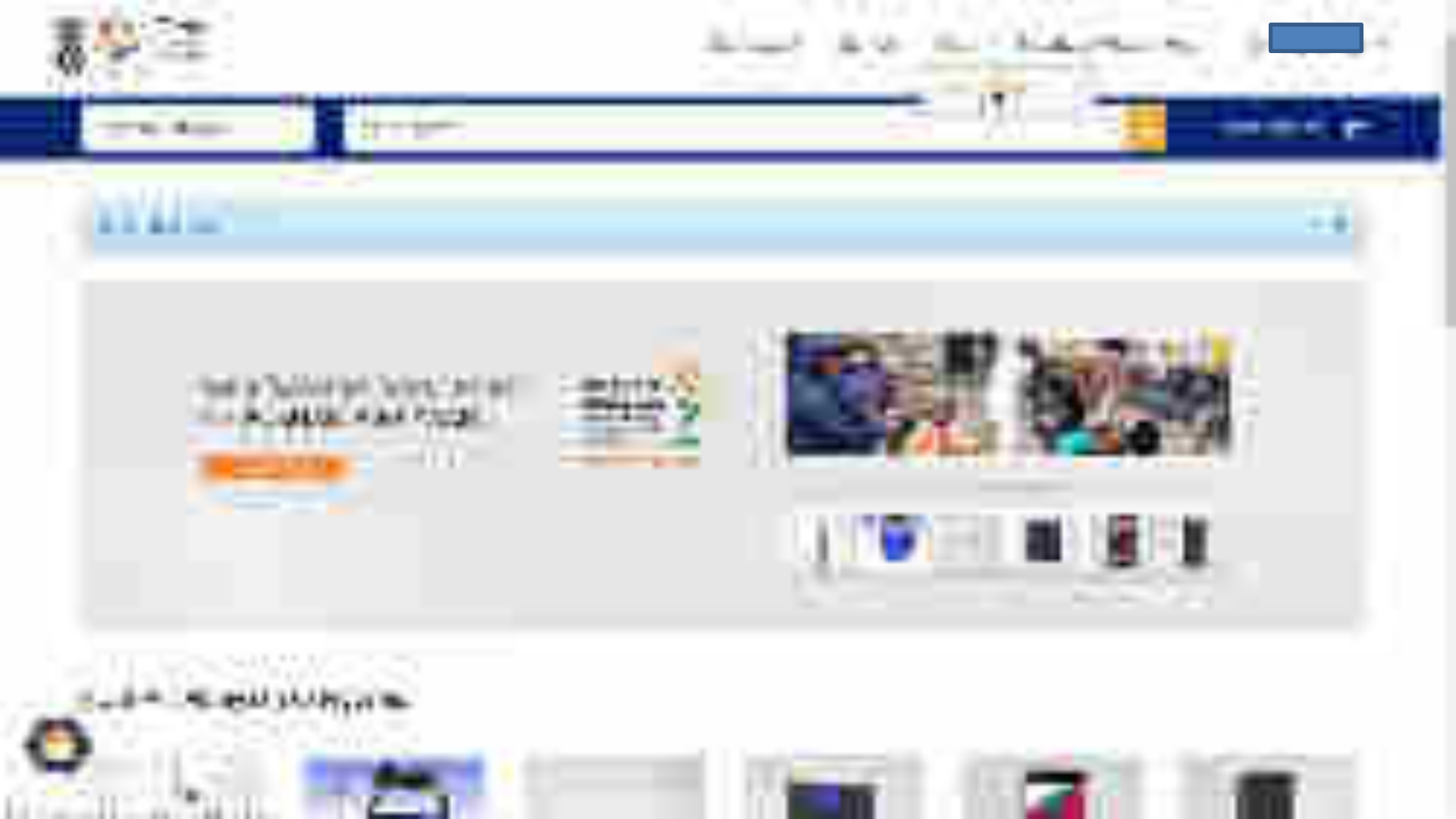
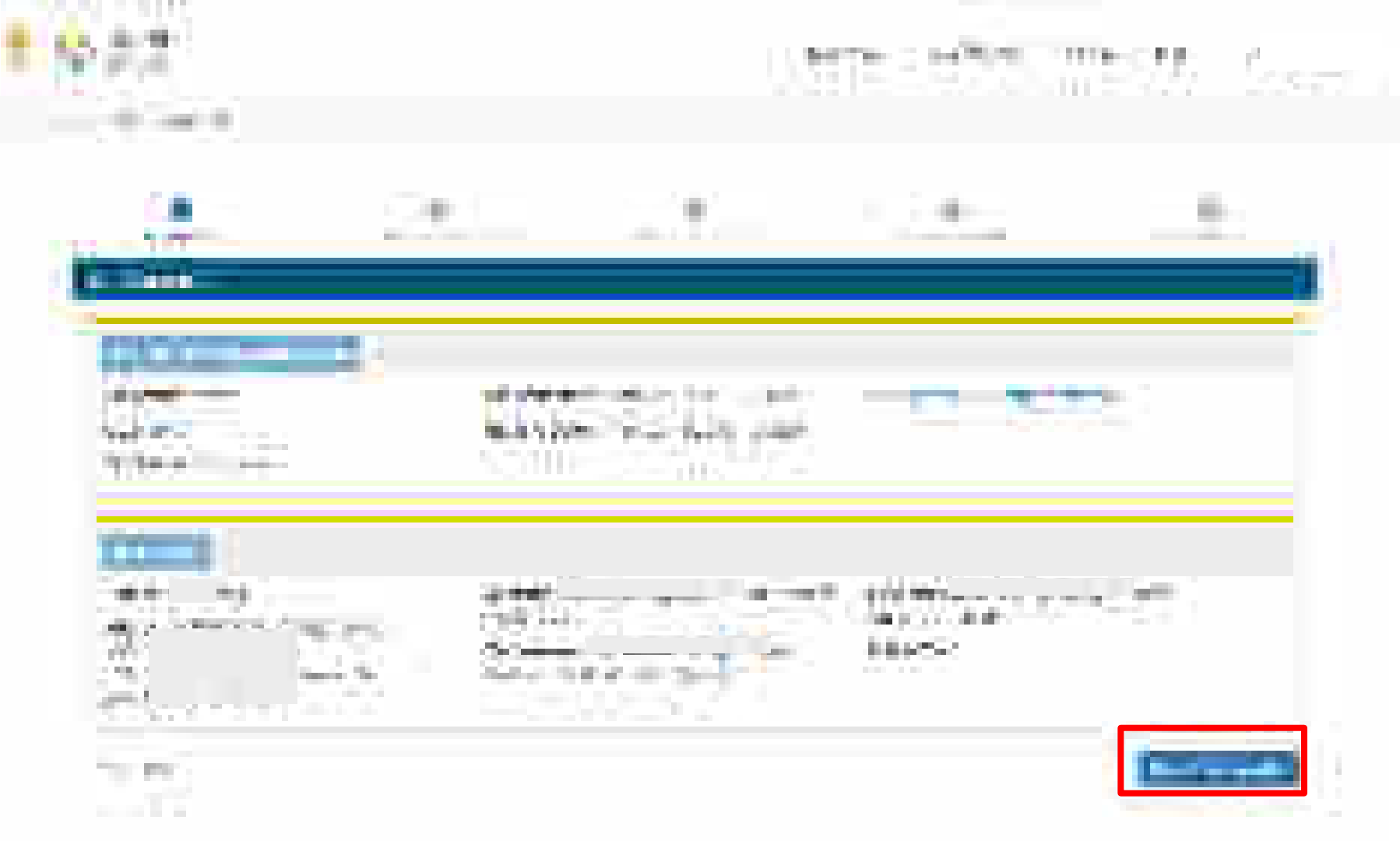
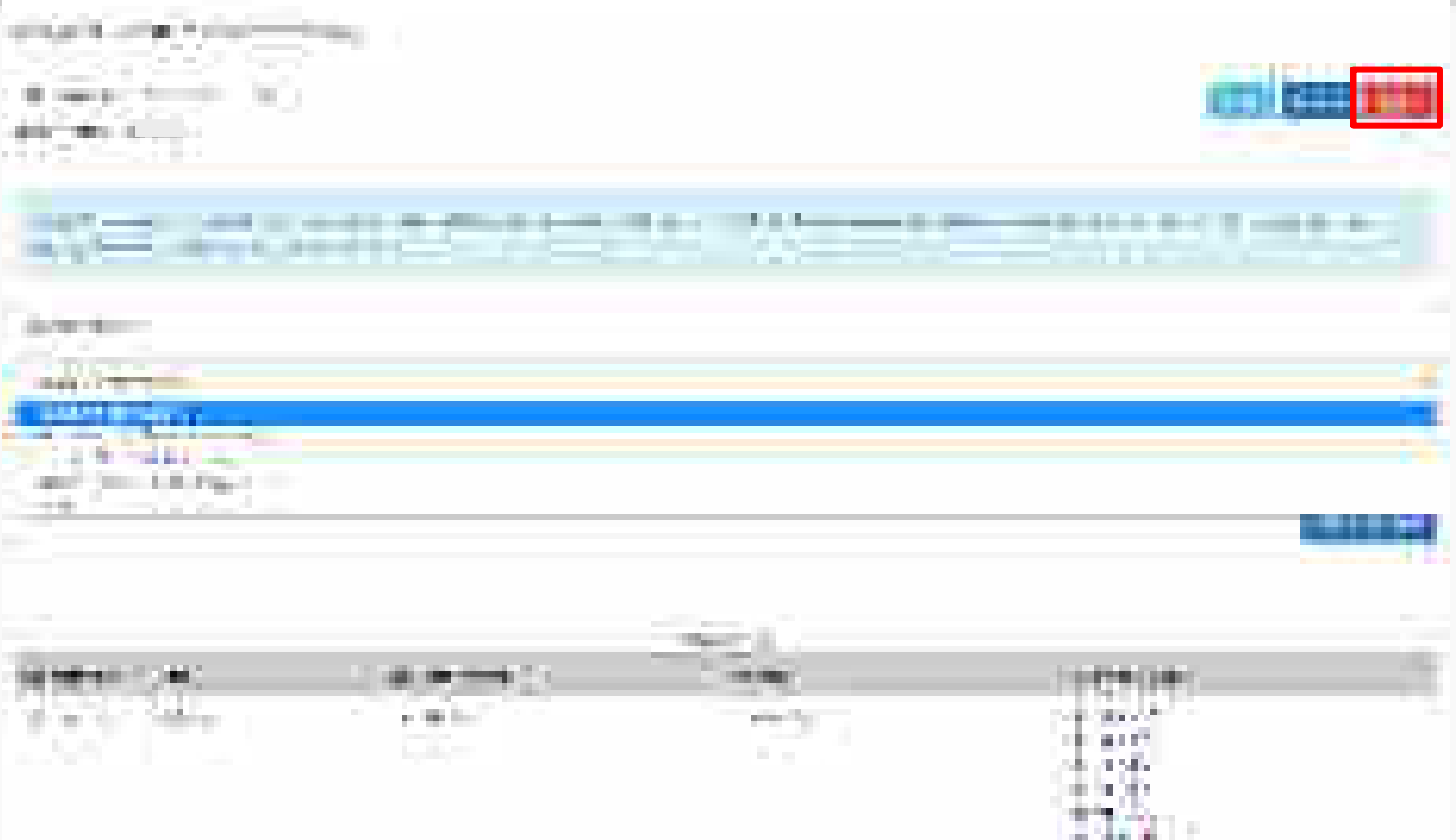
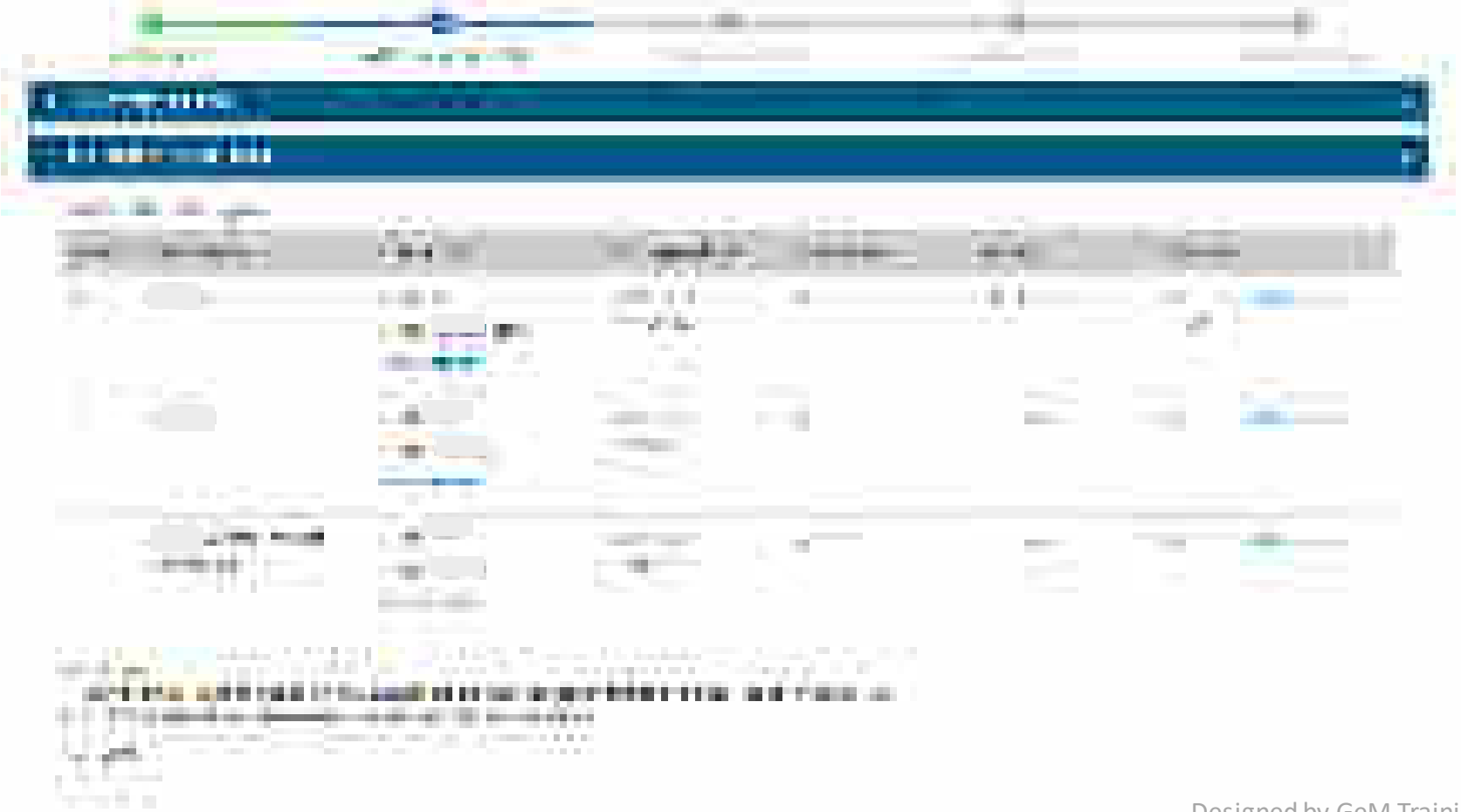
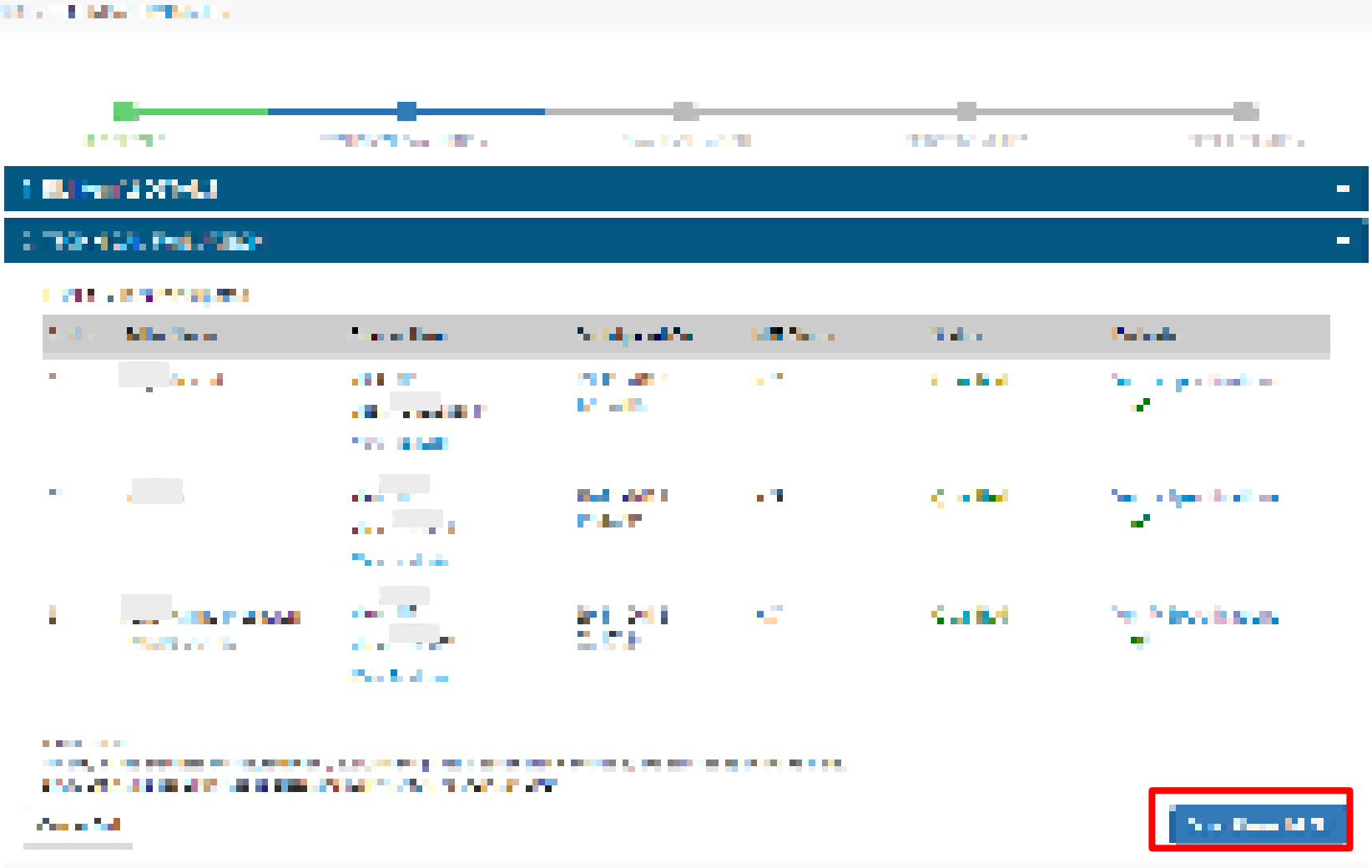


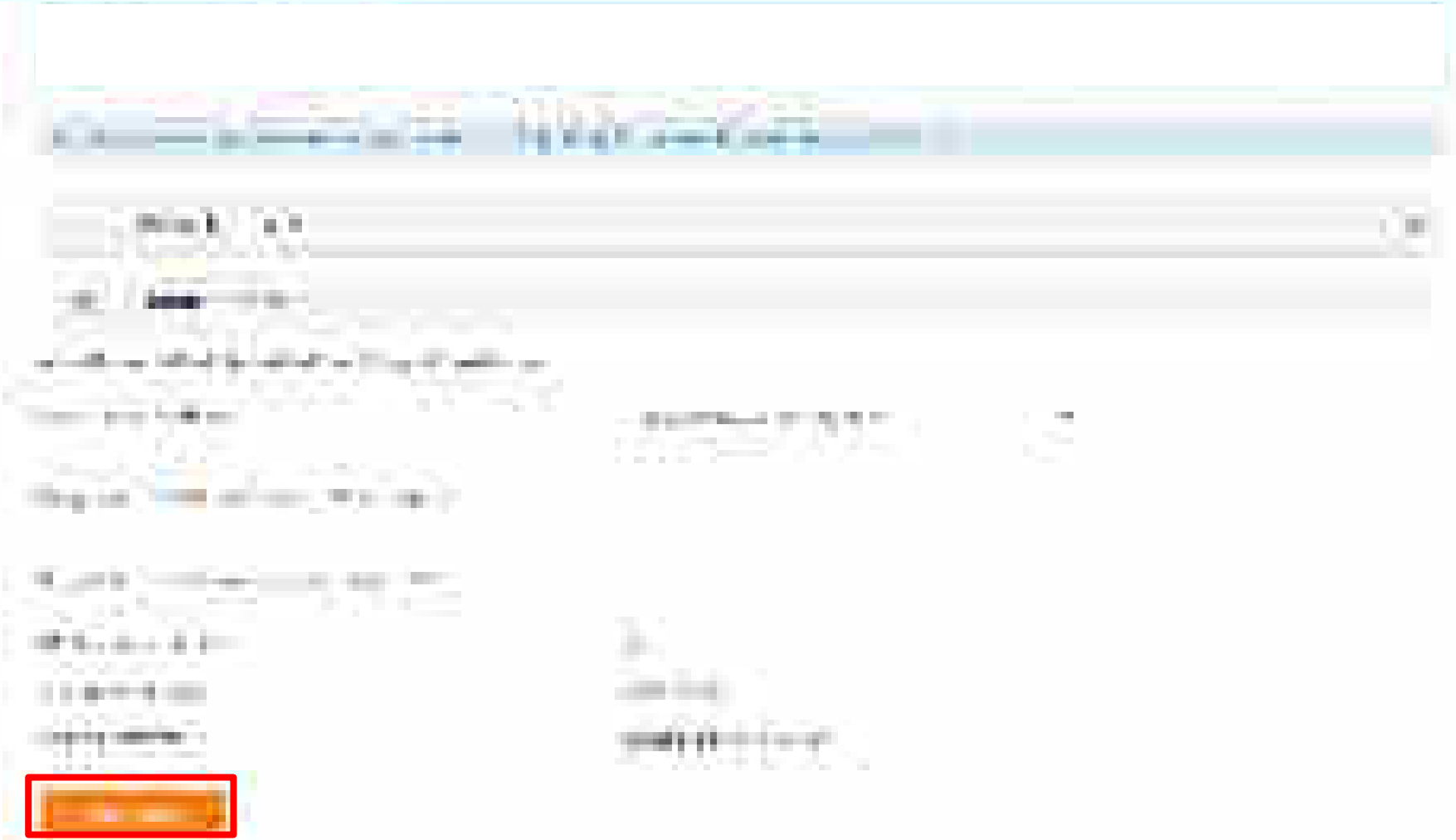


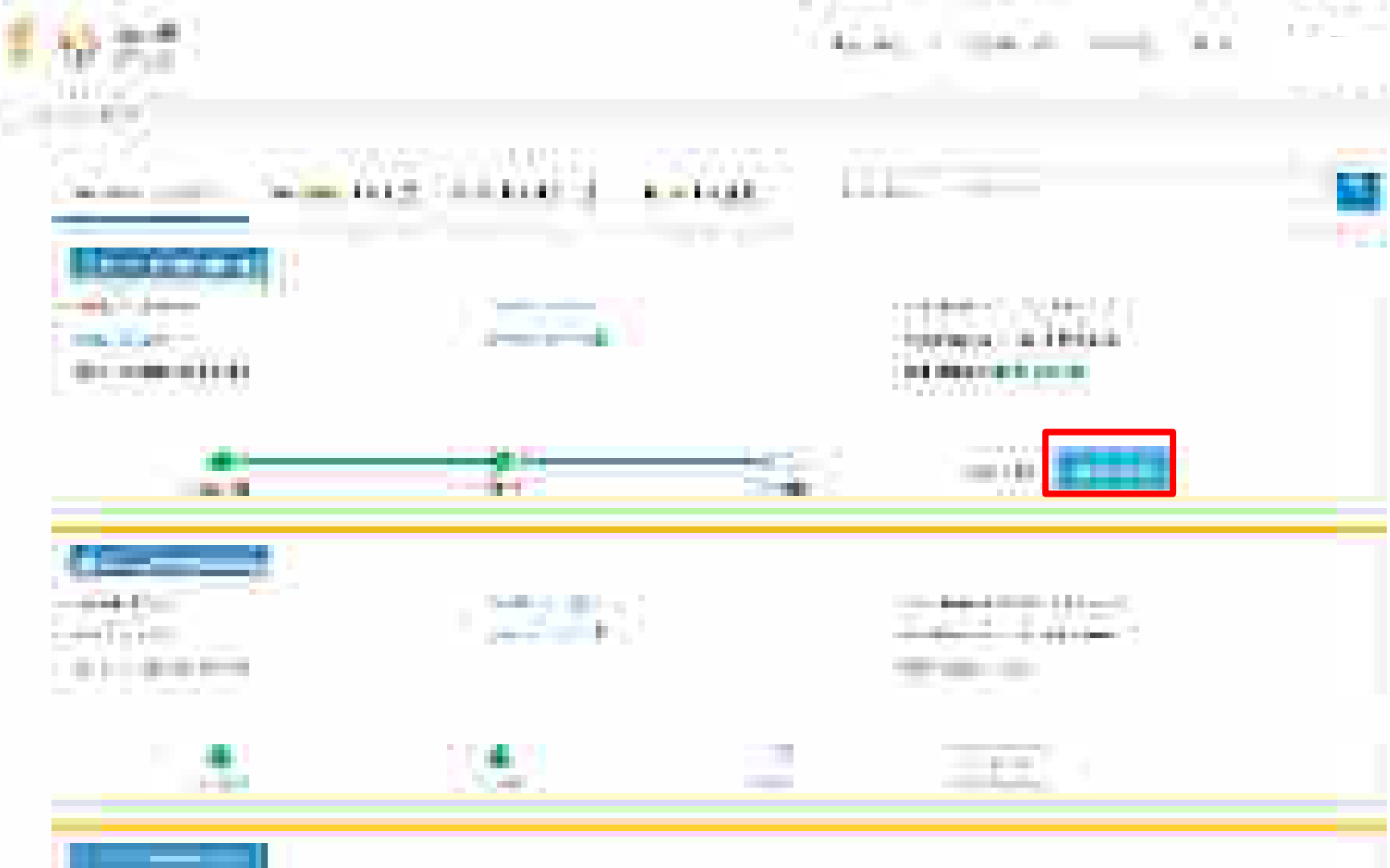


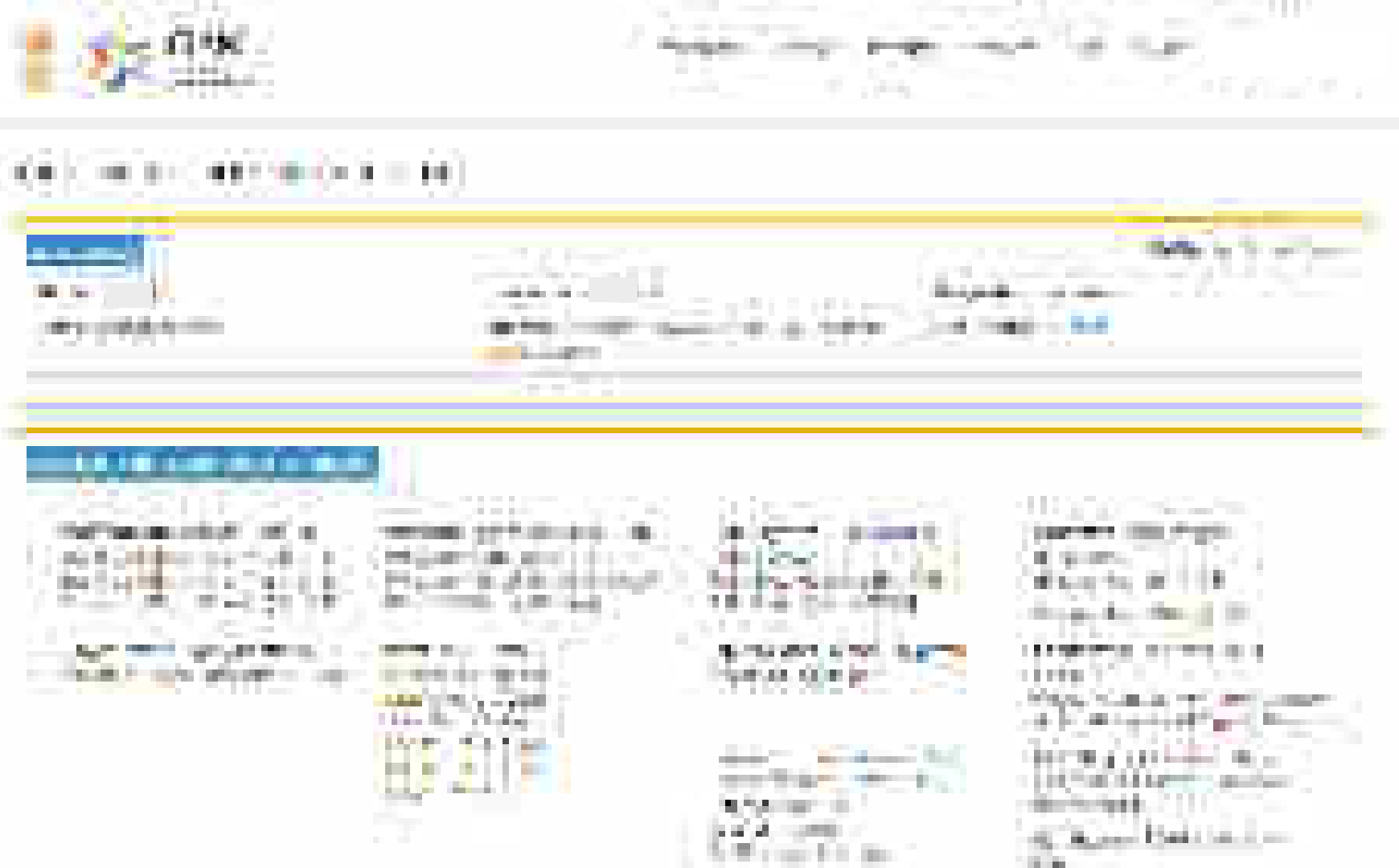


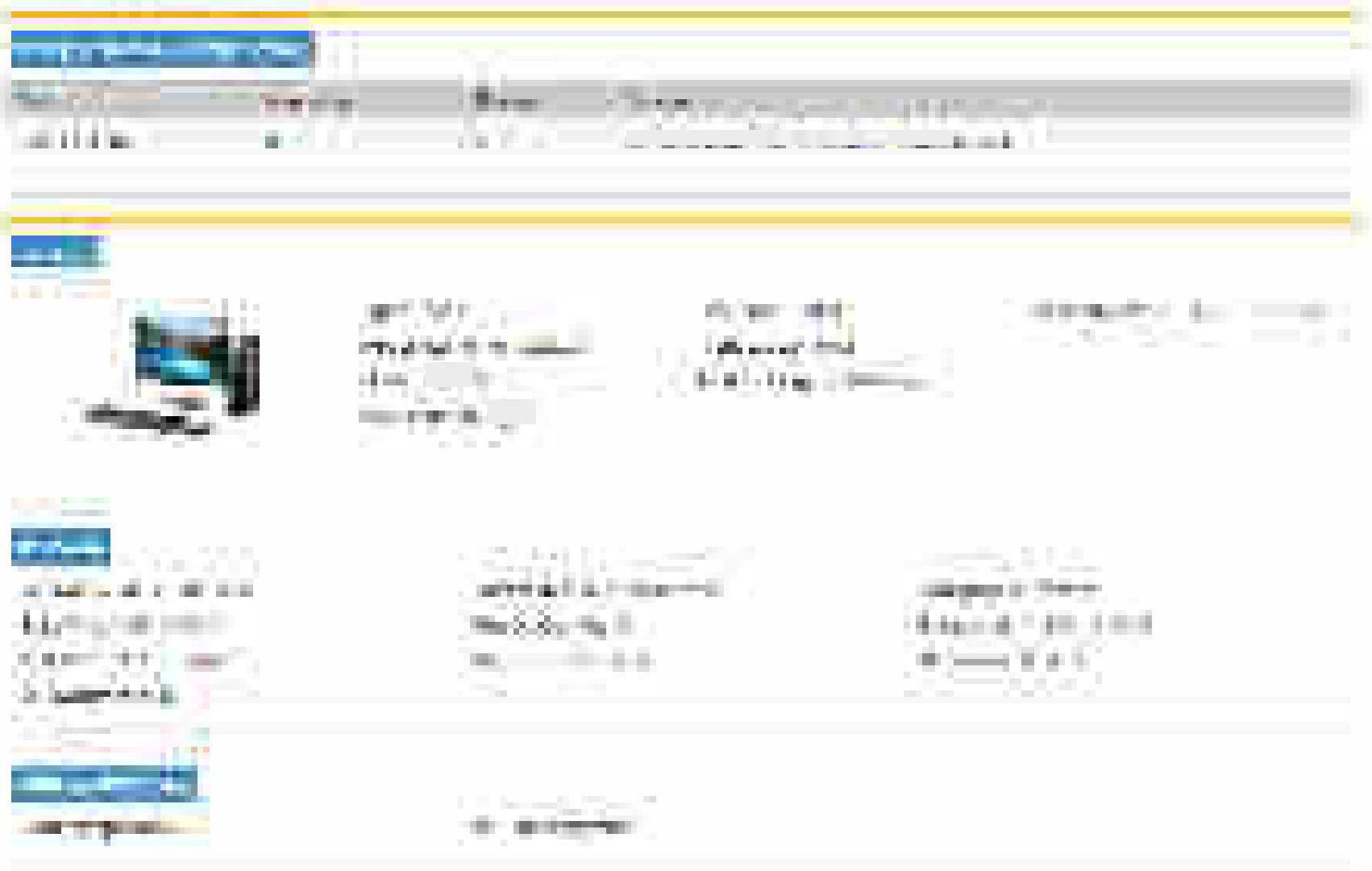


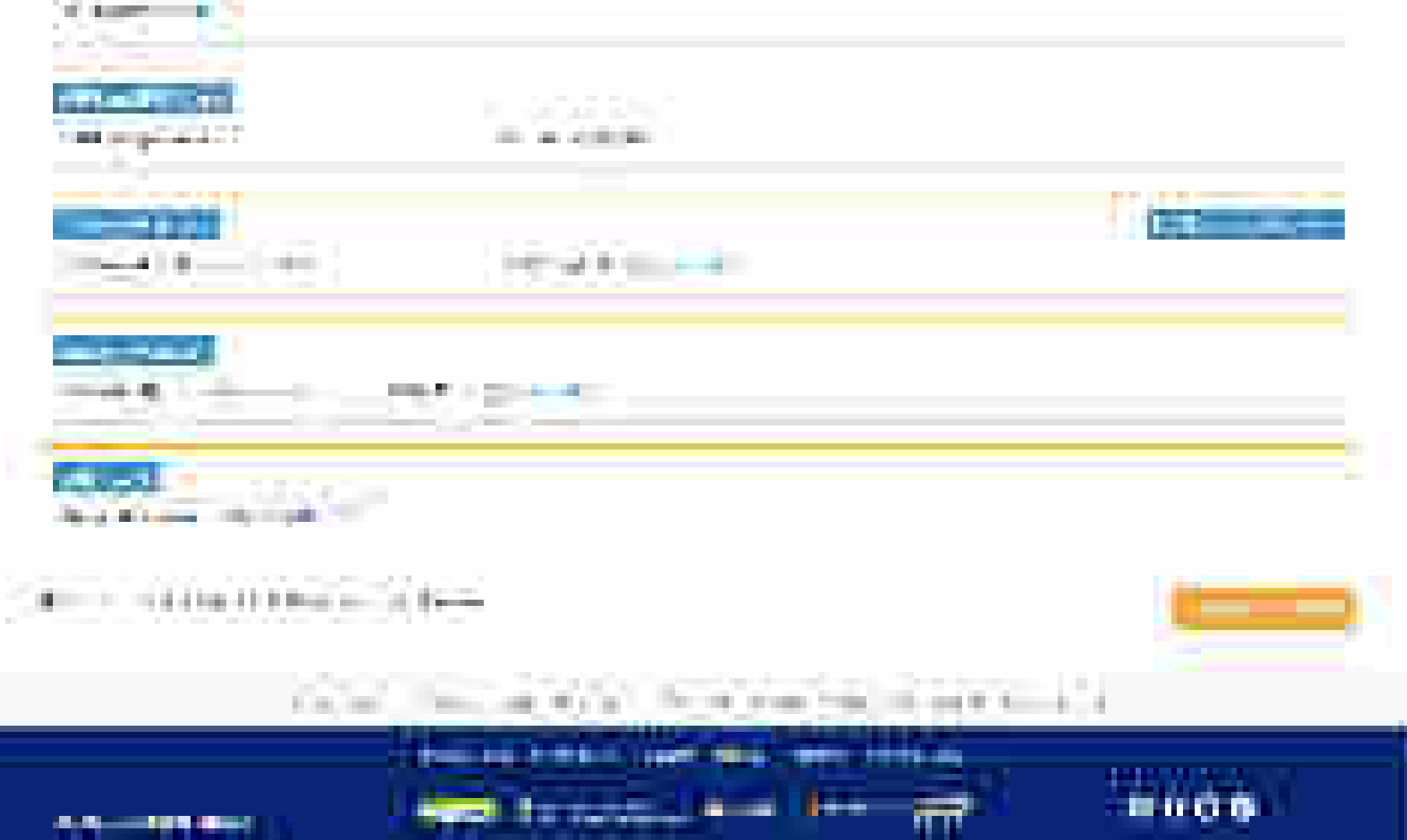






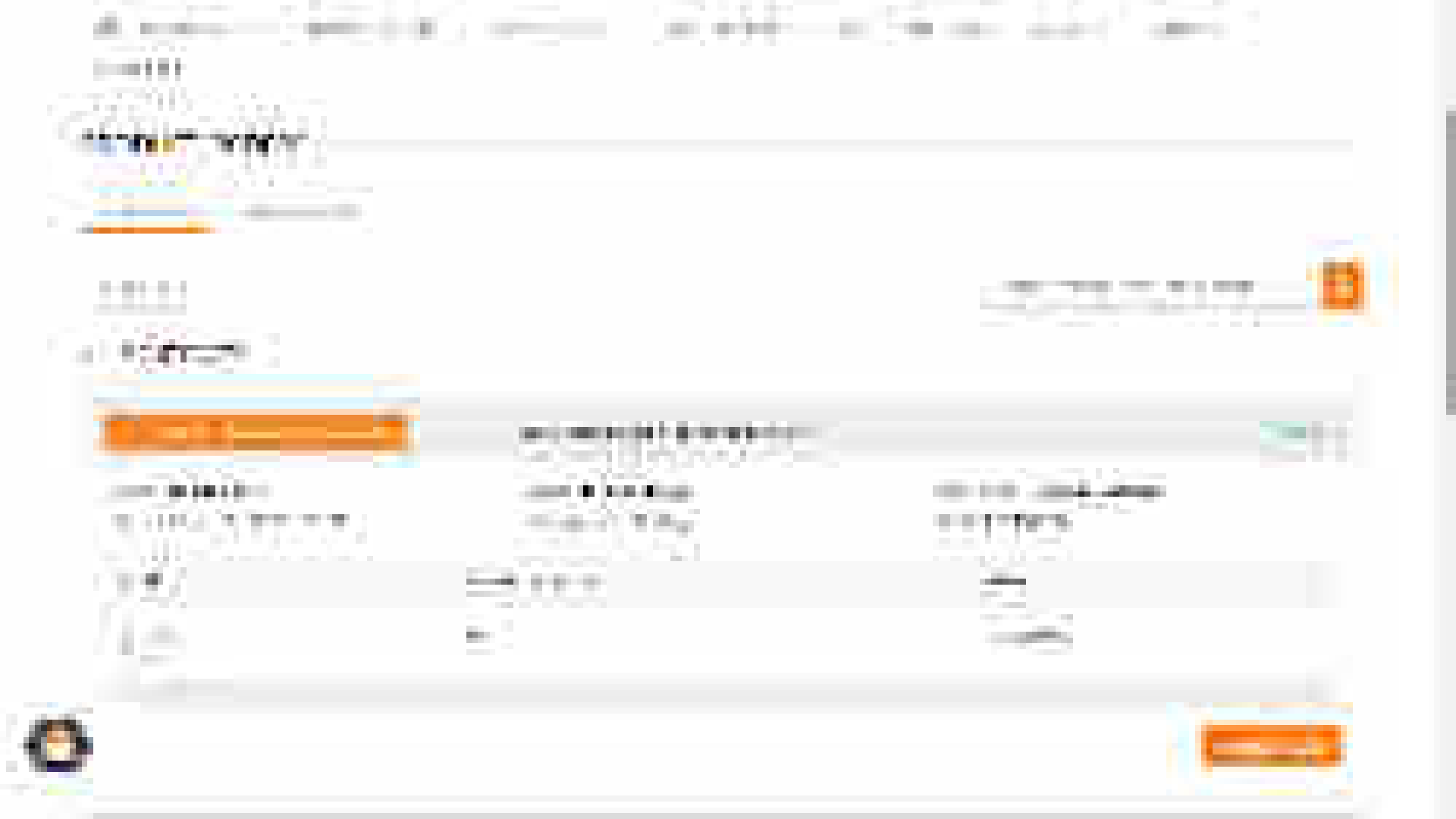


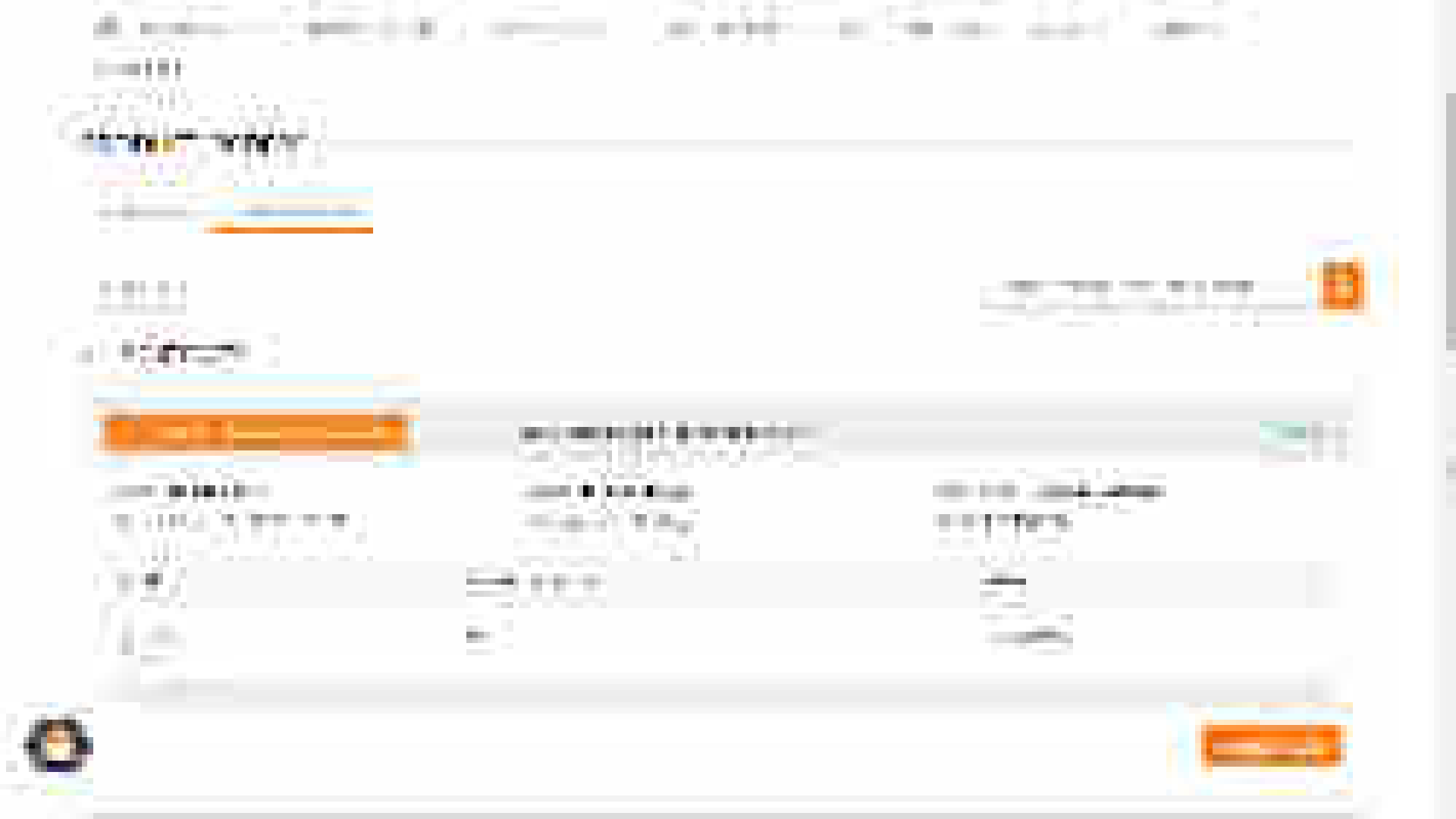


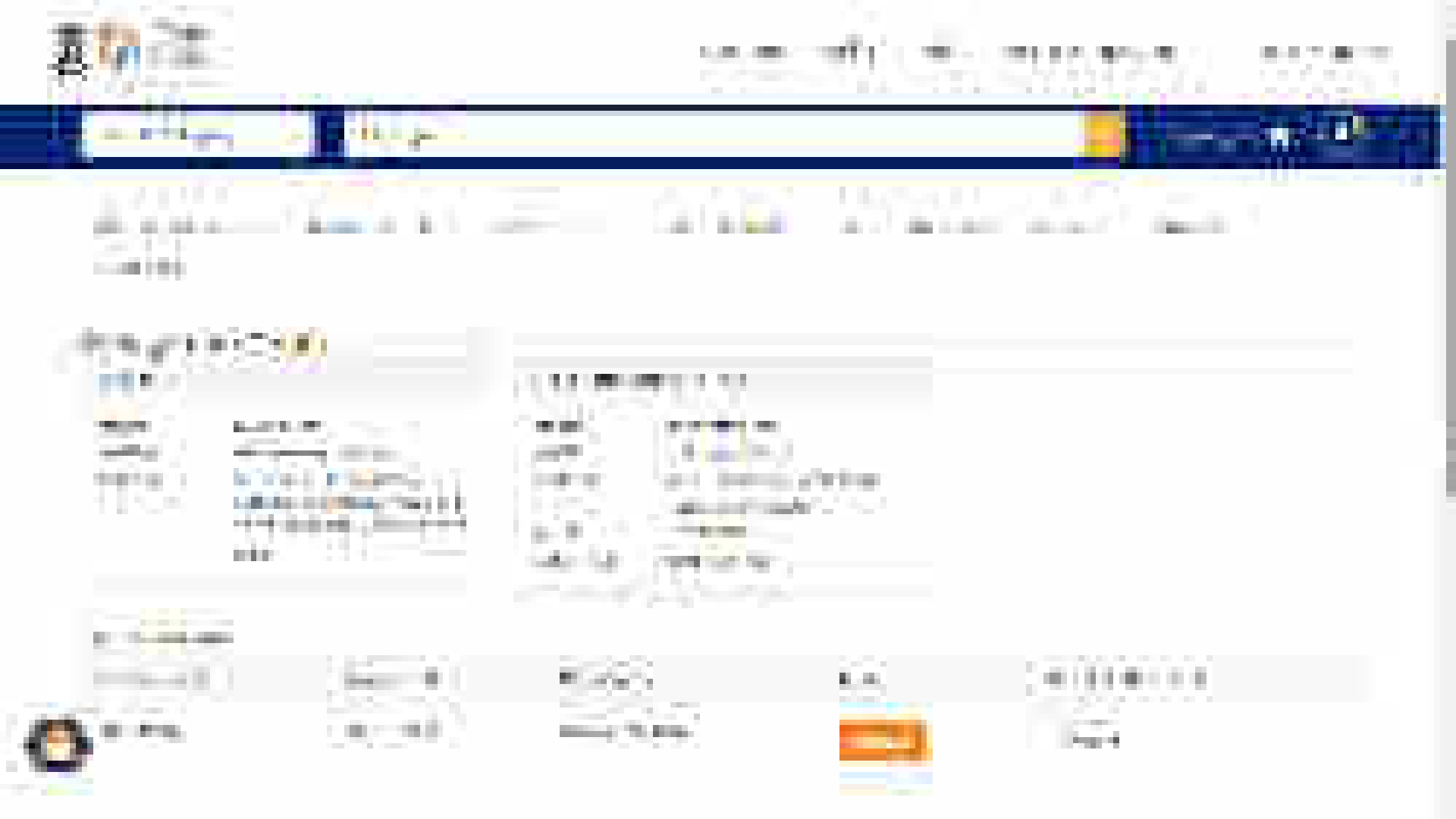


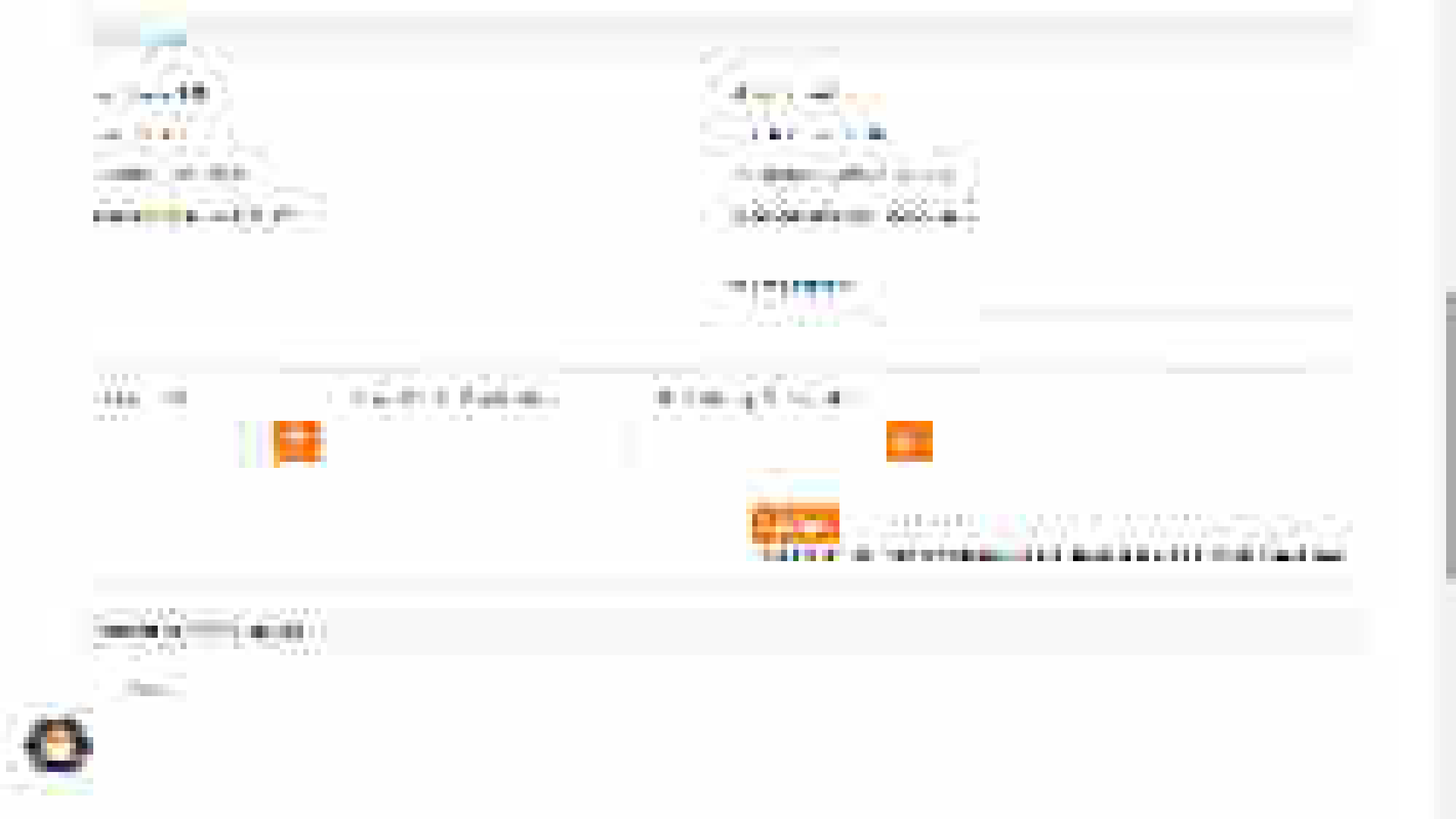
Order Processing – CRAC Generation

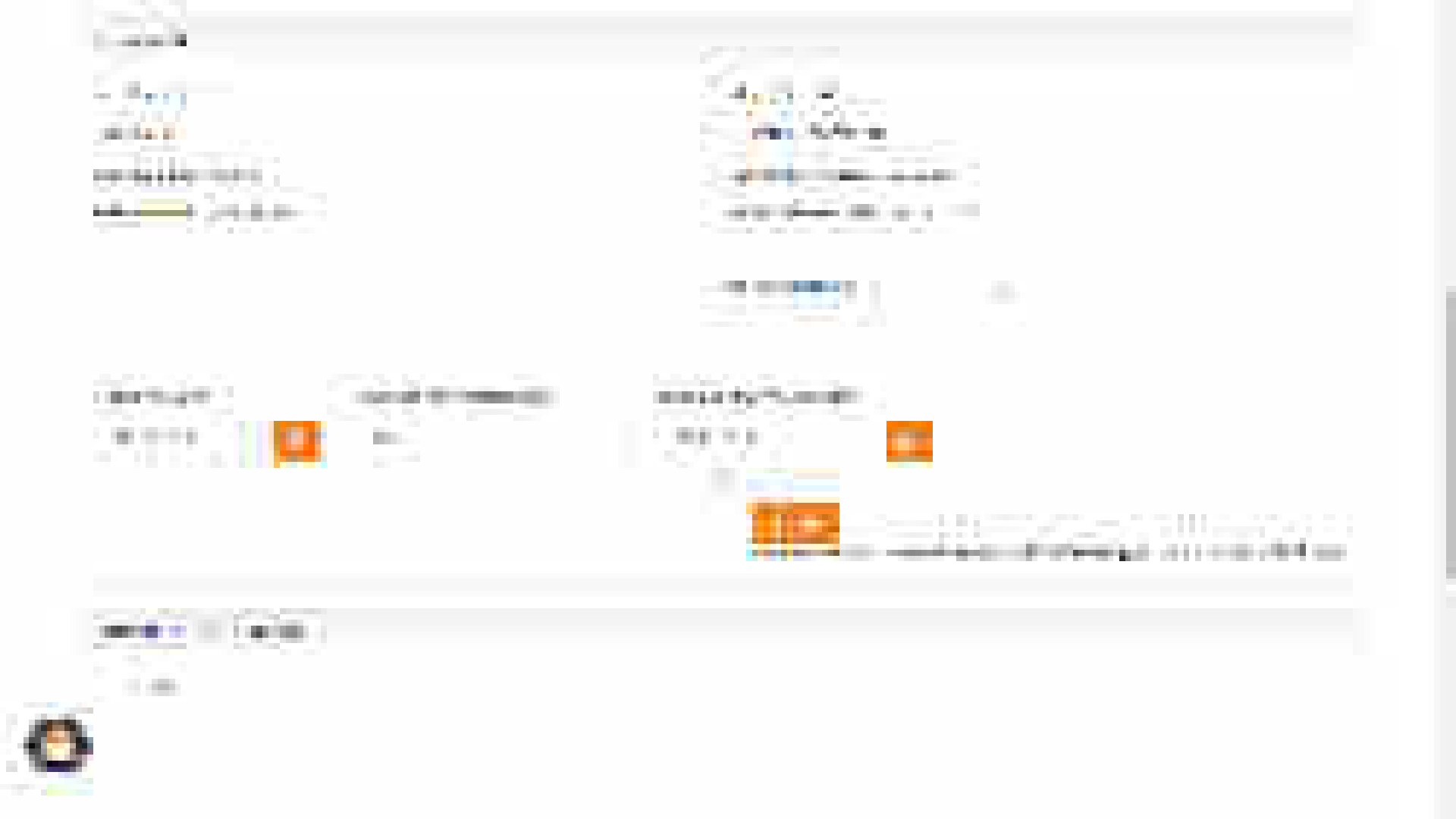
Open www.gem.gov.in

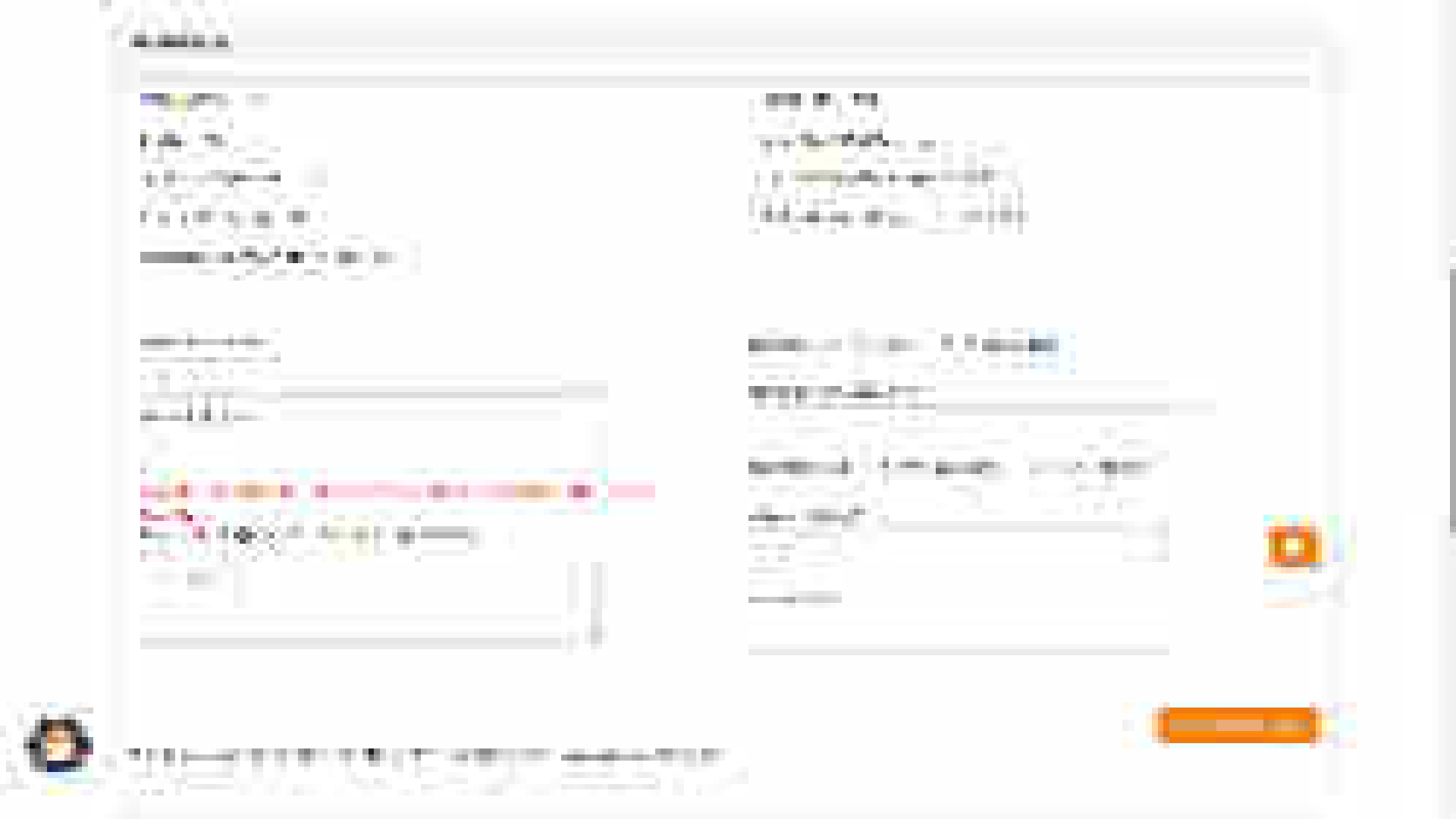


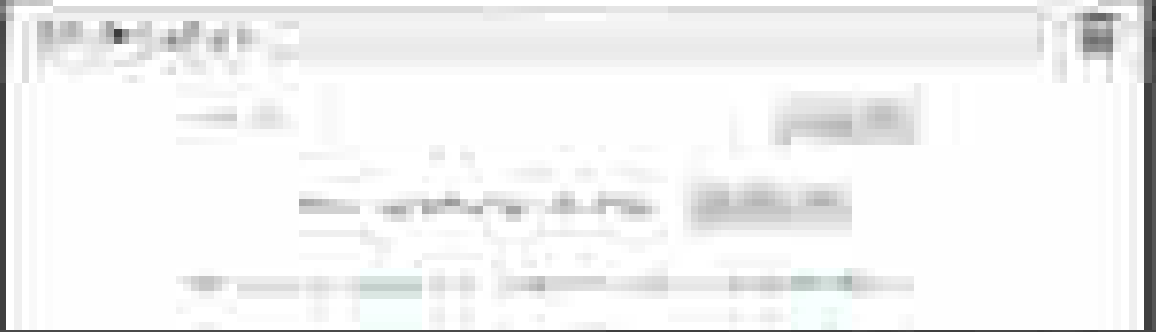












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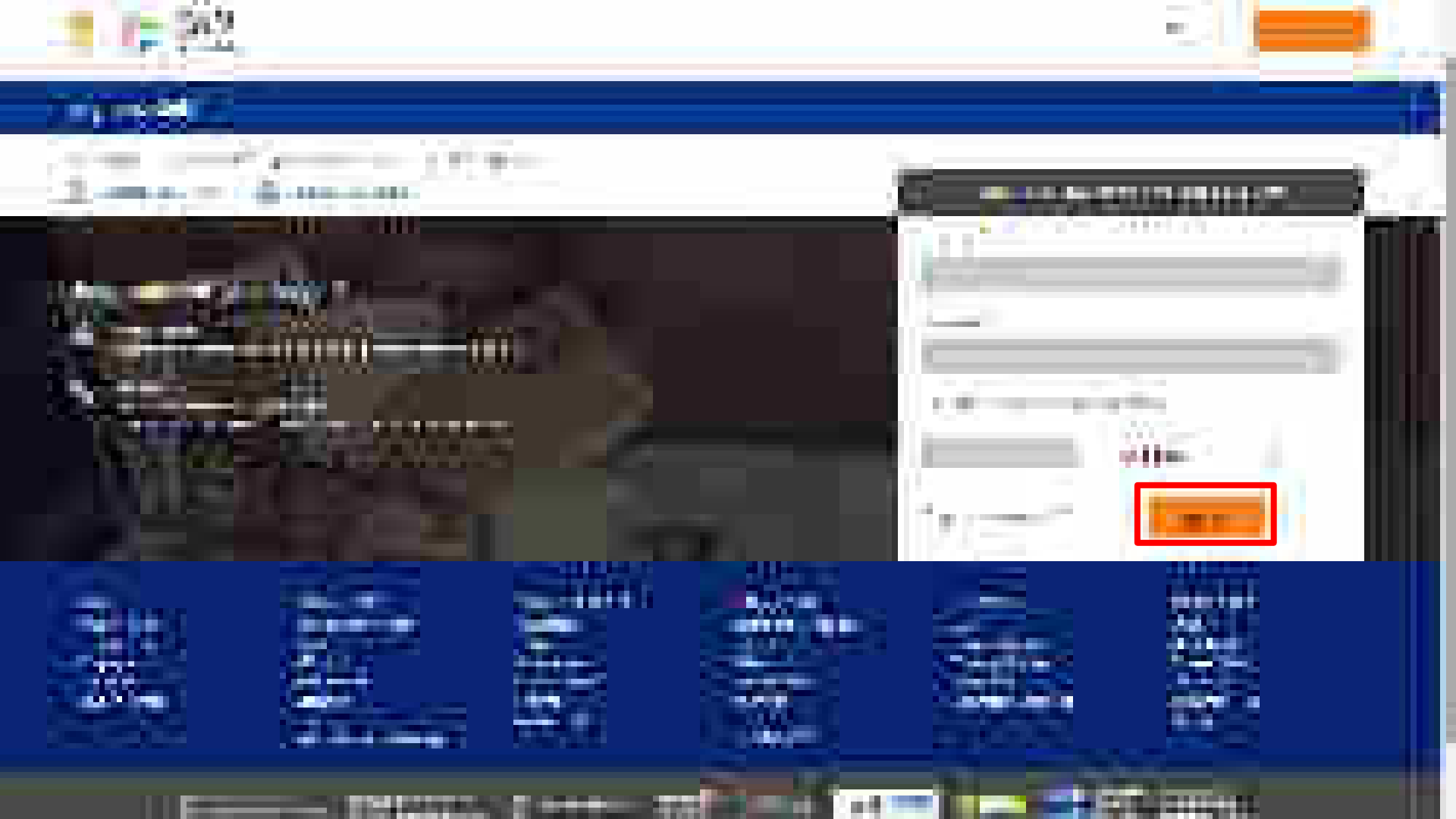
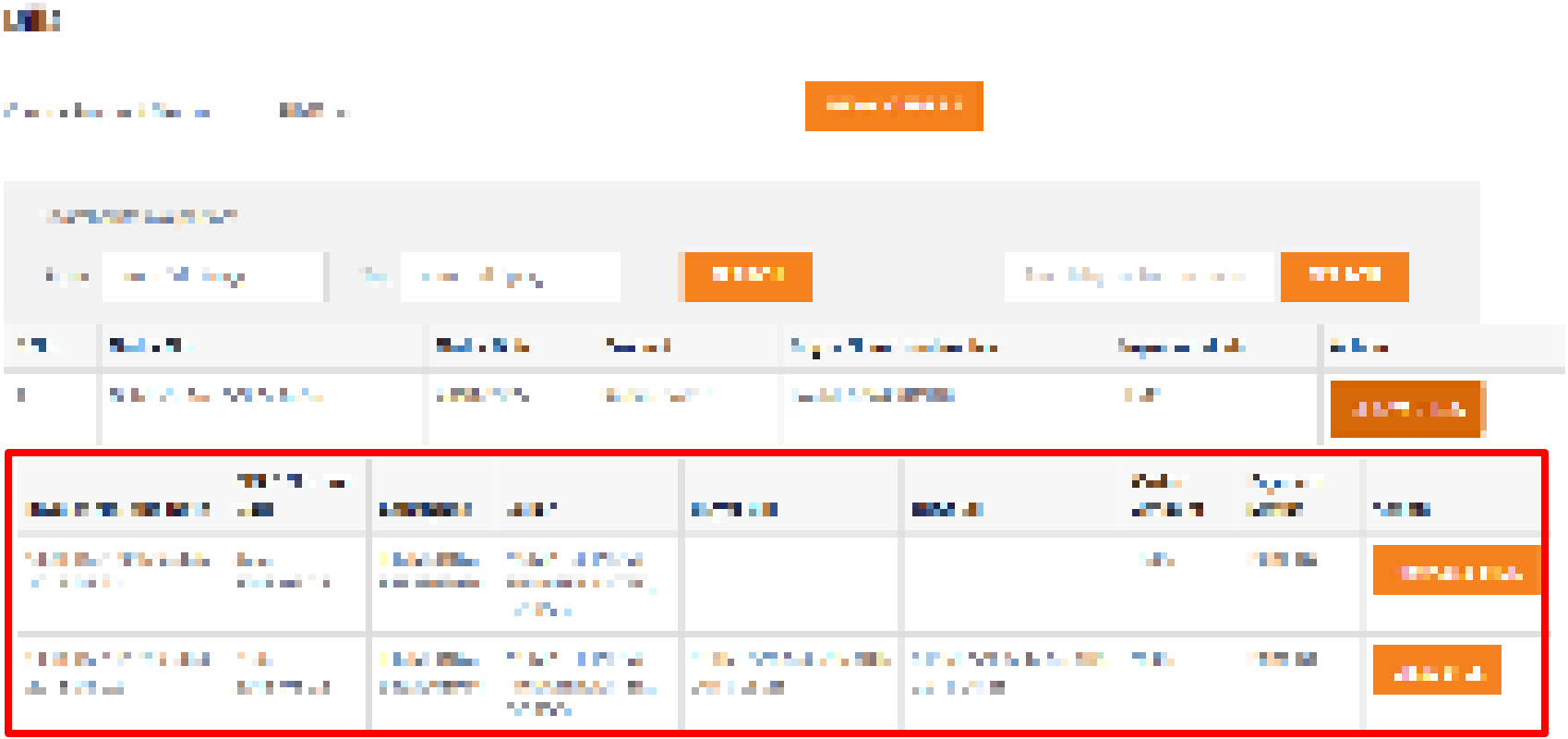
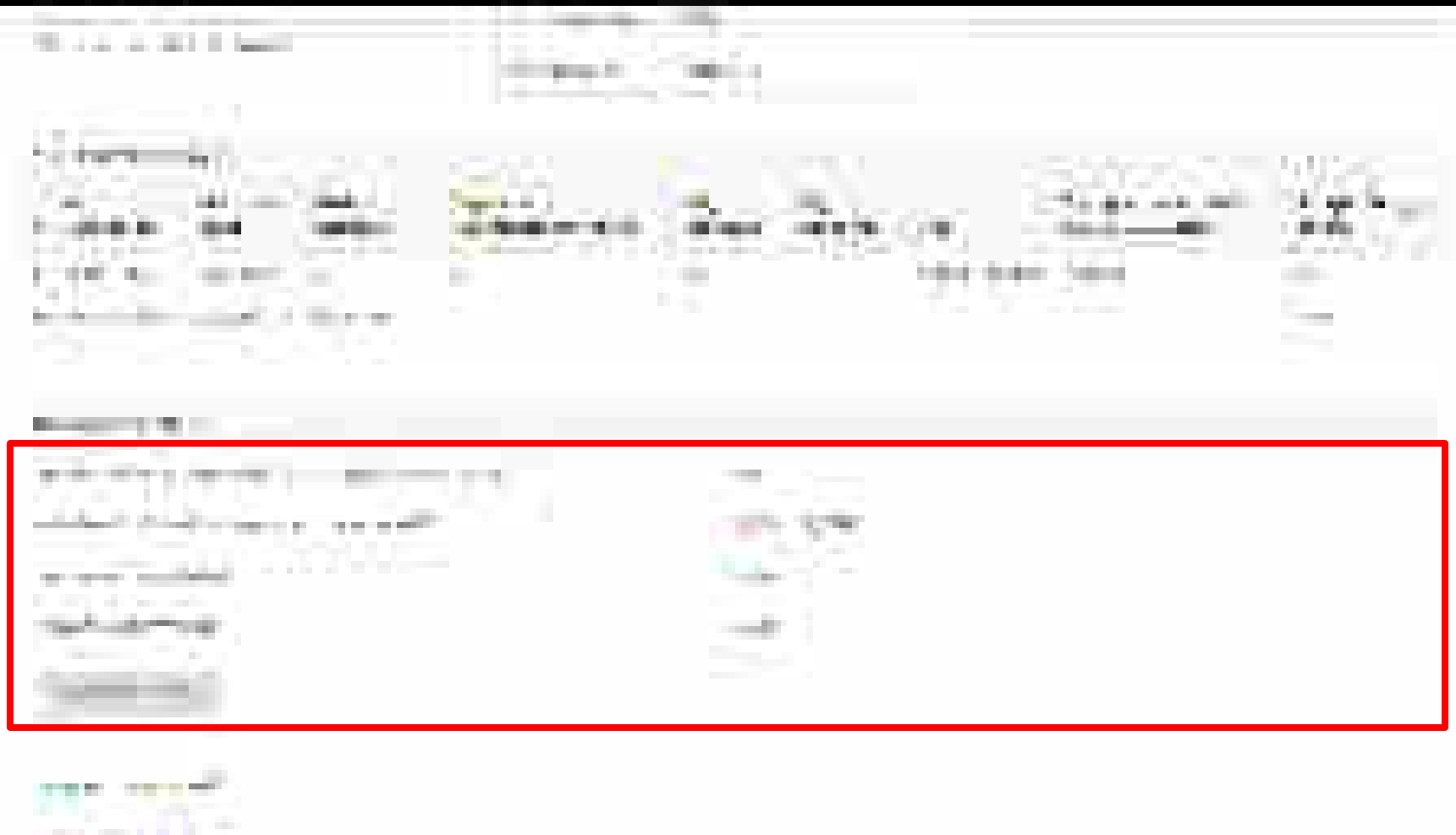
Payment Processing – PFMS

Buyer Bill Draft Process

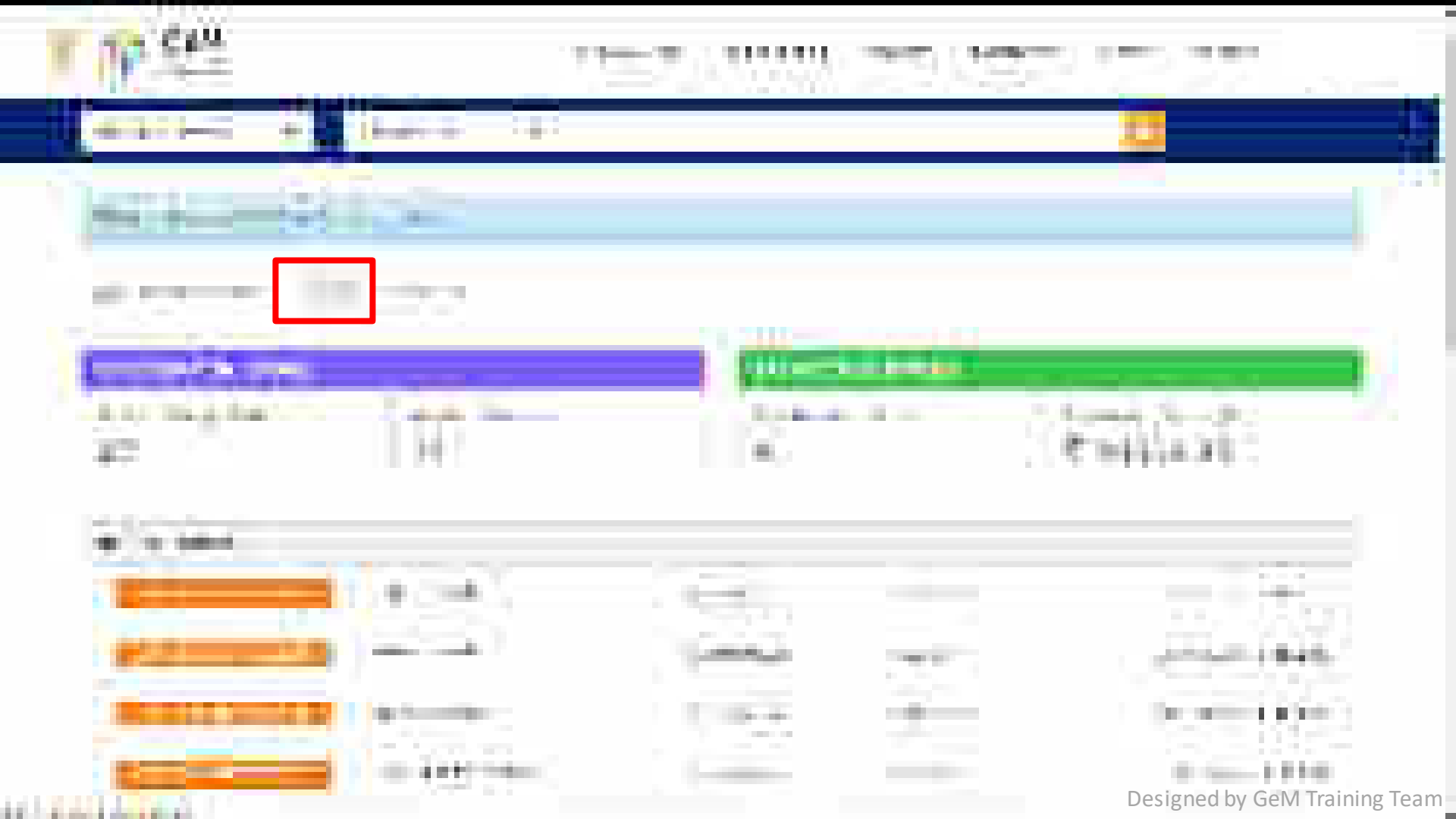
Open www.gem.gov.in

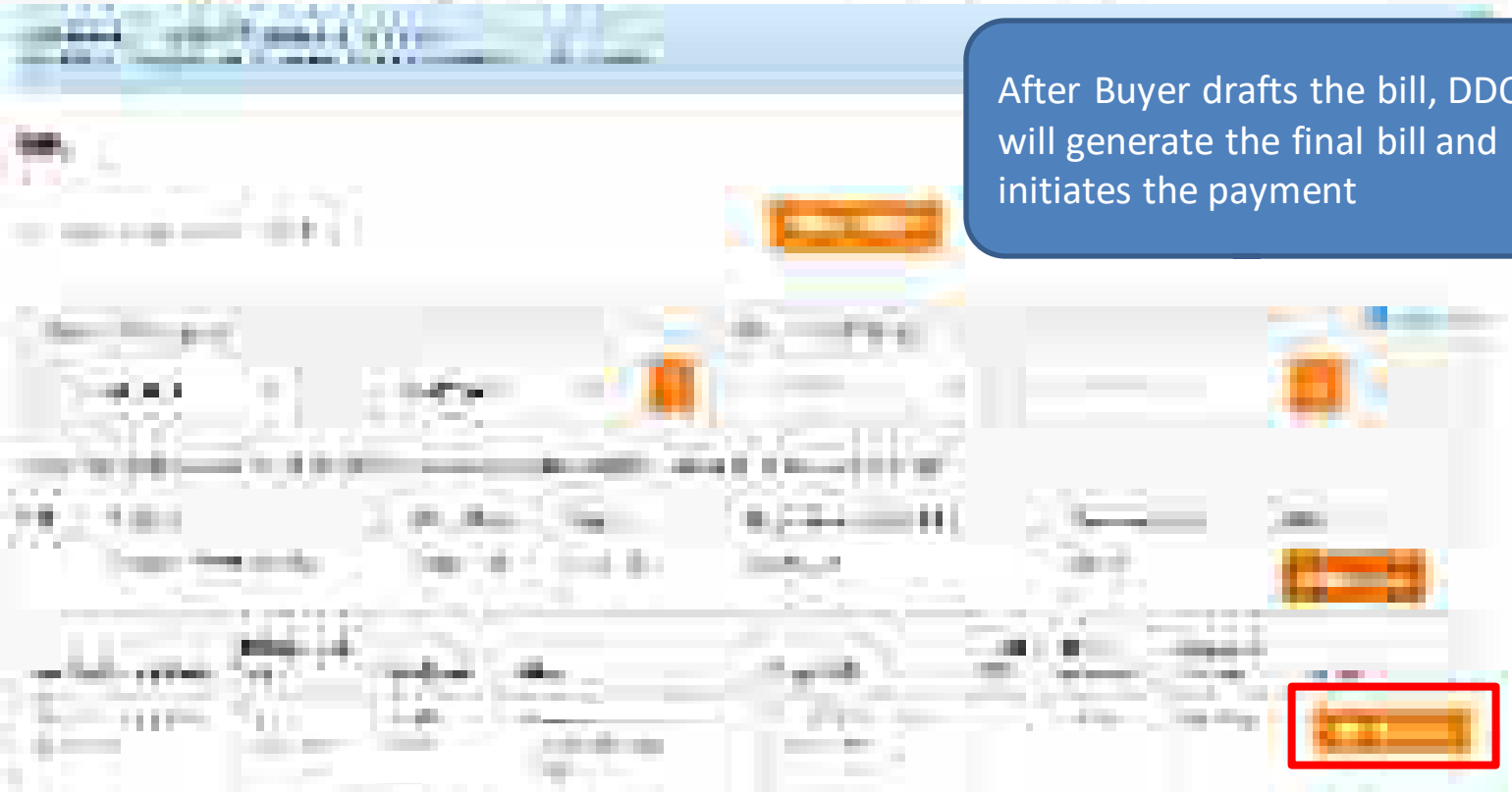




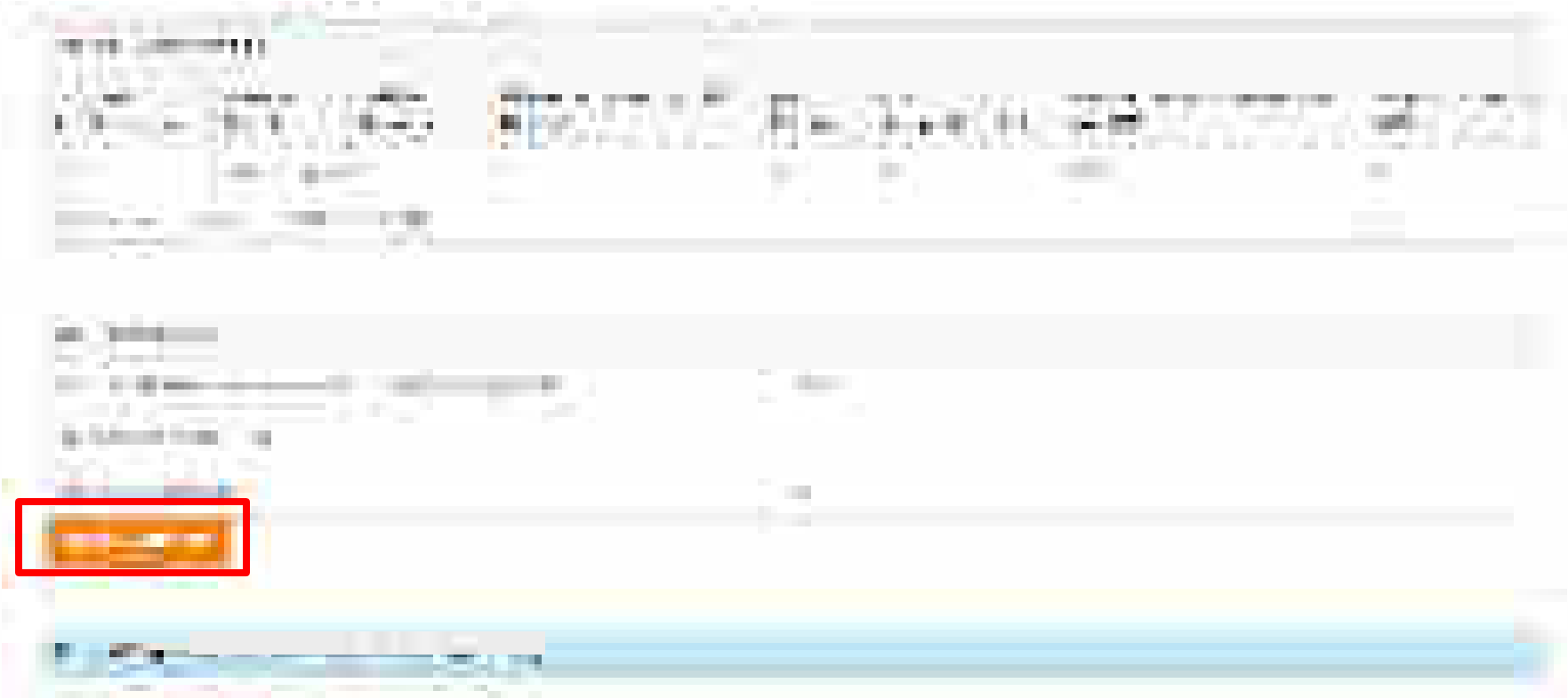


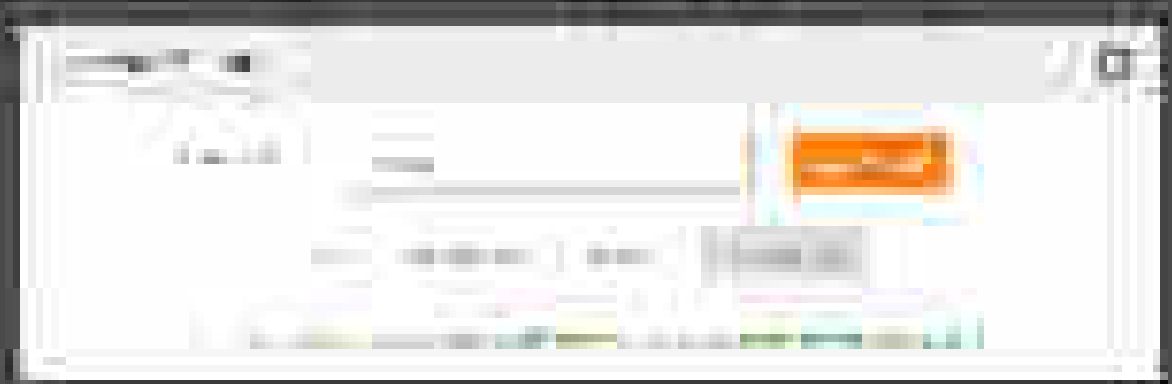
DDO – Payment Process

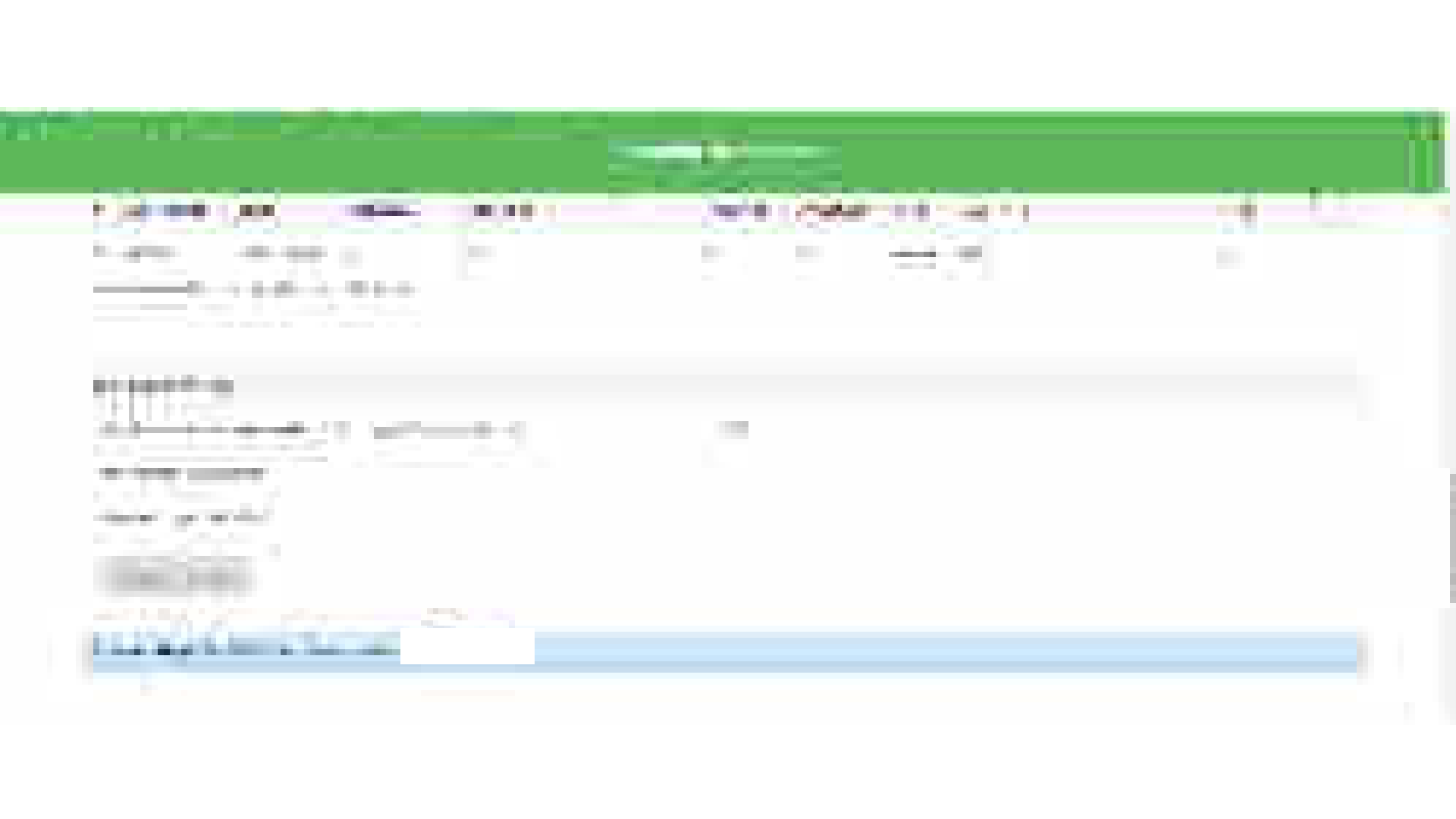


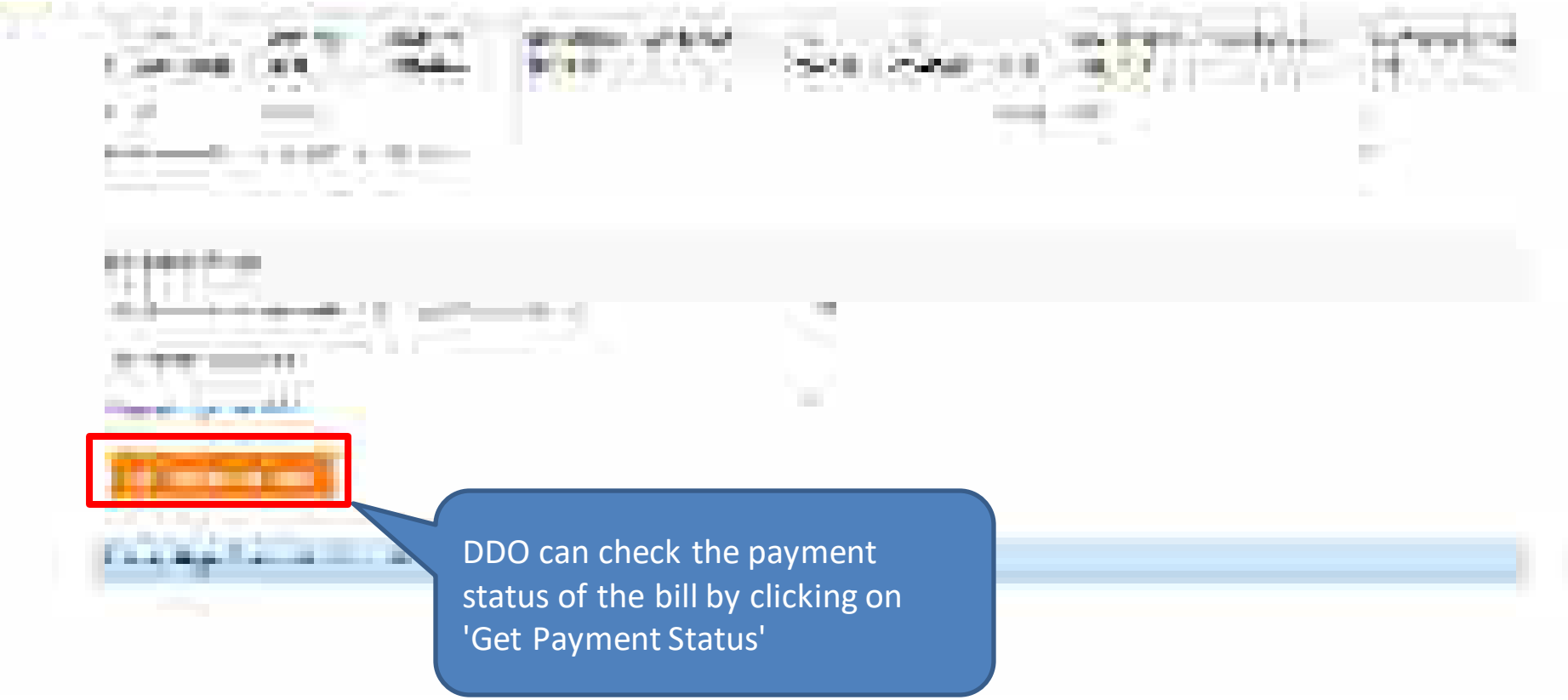


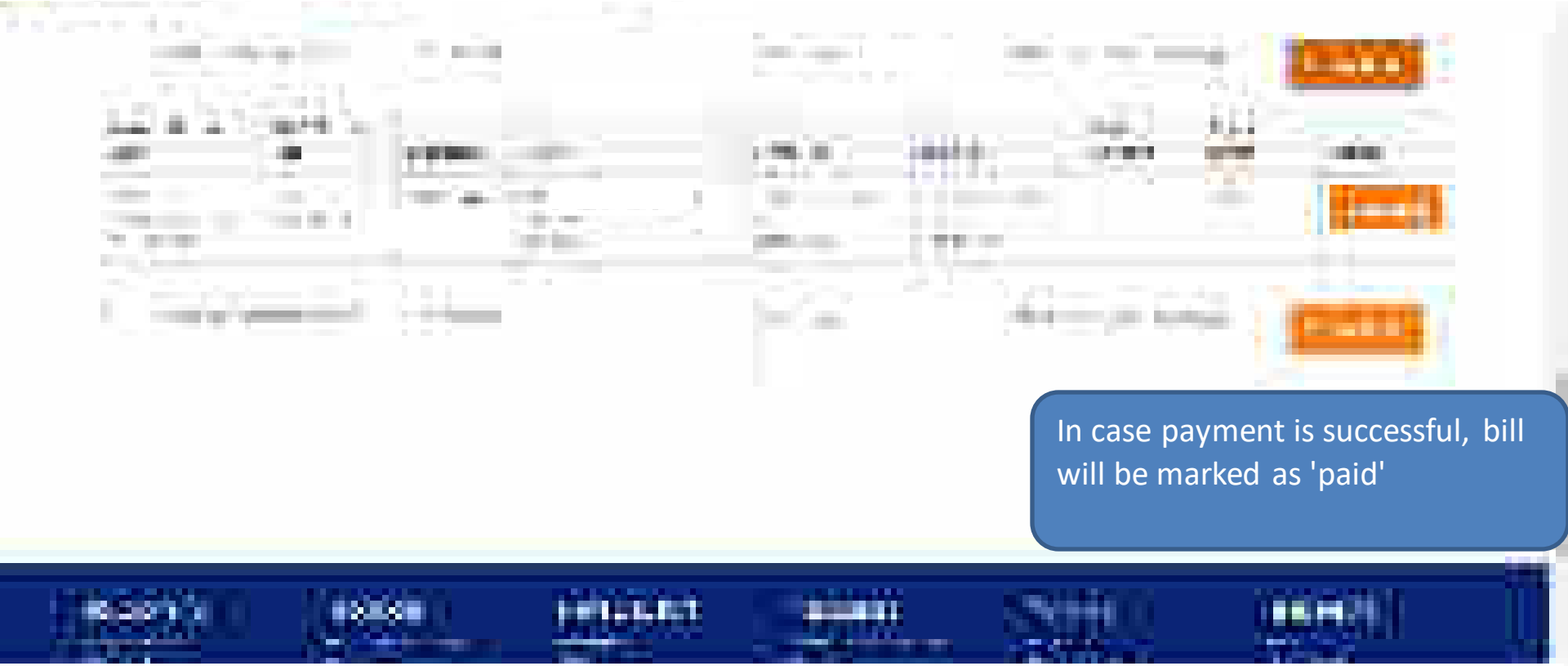
After Buyer drafts the bill, DDO will generate the final bill and initiates the payment



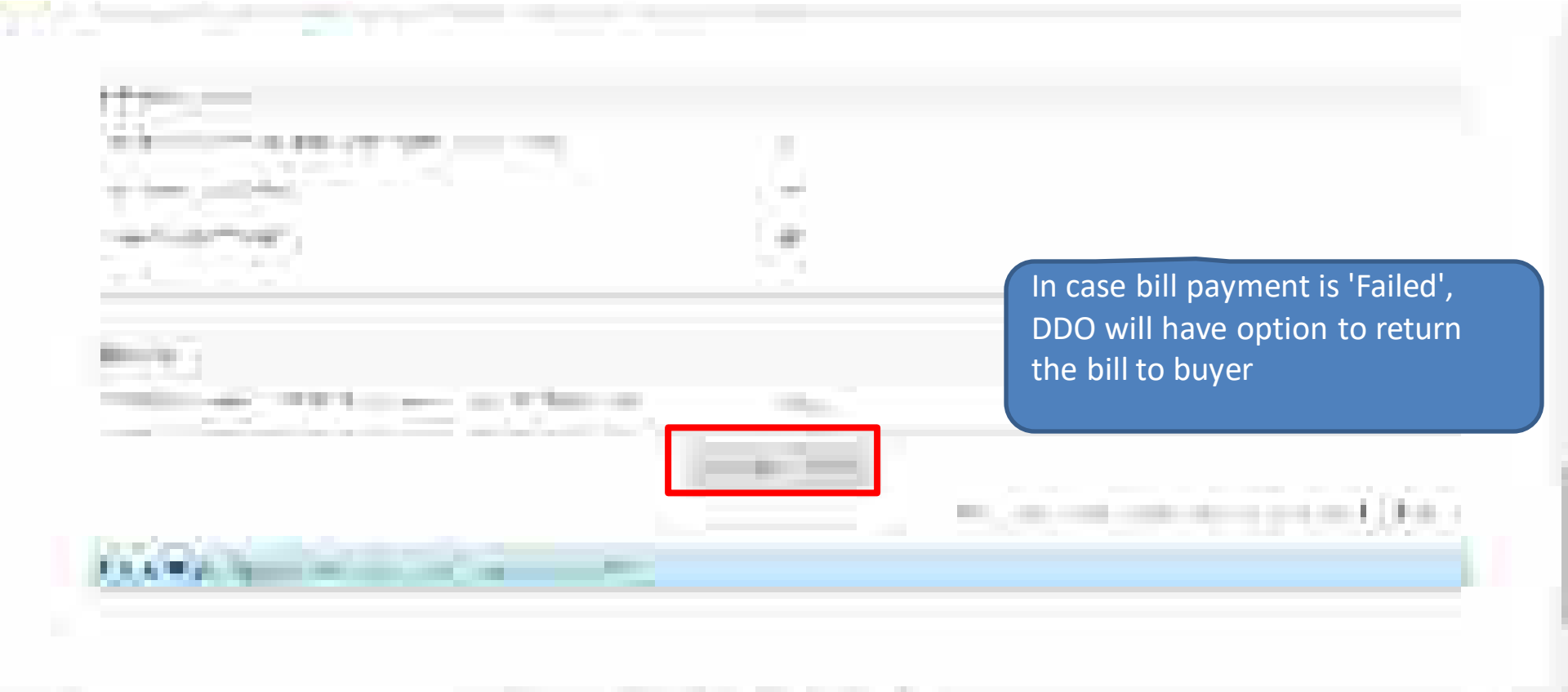




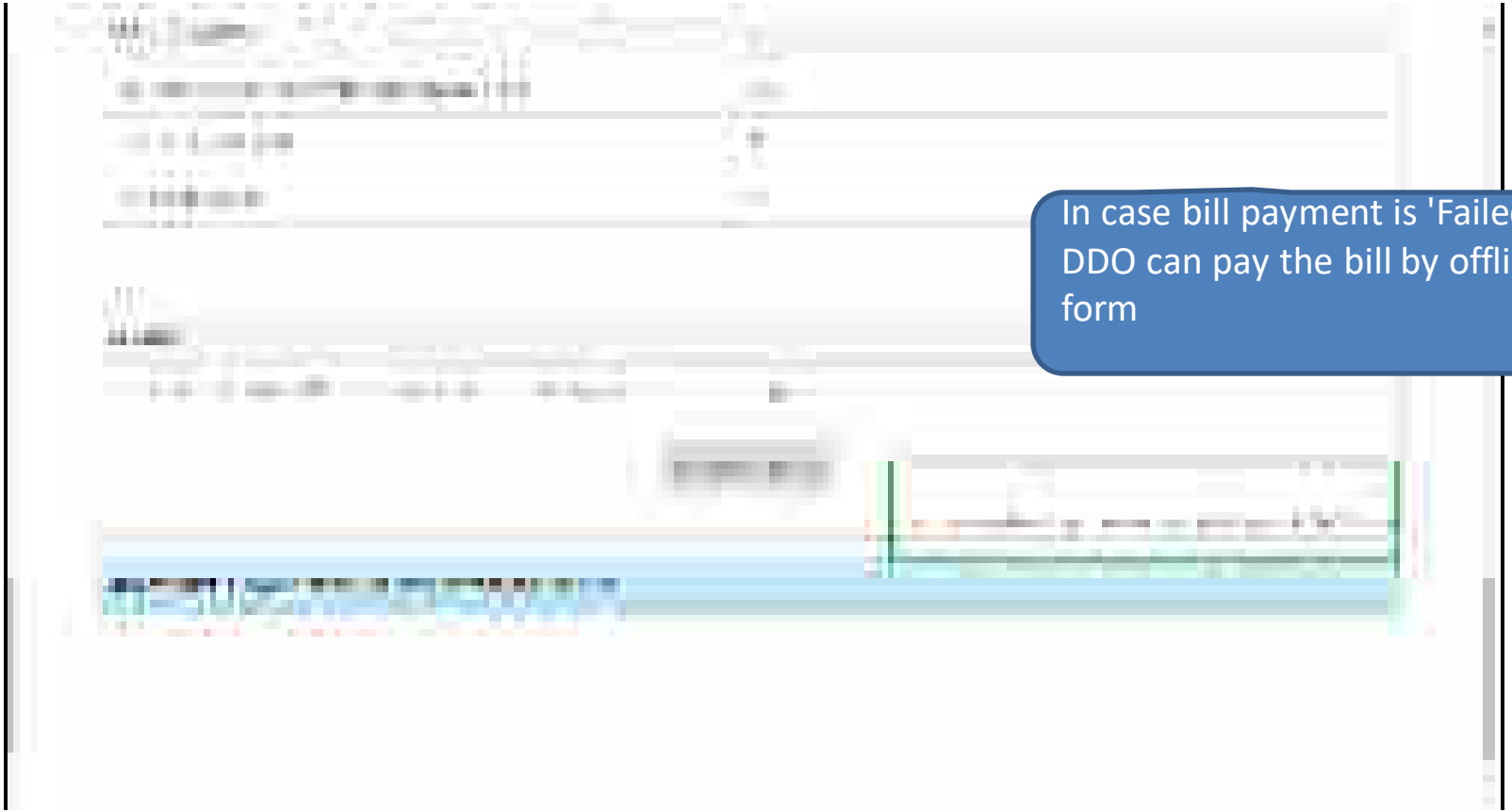

DDO can check the payment status of the bill by clicking on 'Get Payment Status'



In case payment is successful, bill will be marked as 'paid'



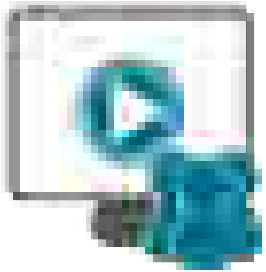
In case bill payment is 'Failed', DDO will have option to return the bill to buyer



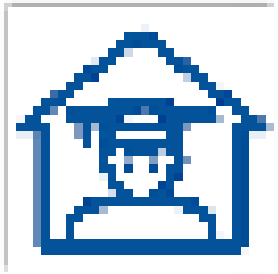
In case bill payment is 'Failed', DDO can pay the bill by offline form

Capacity Building - Multiple Modes of Learning

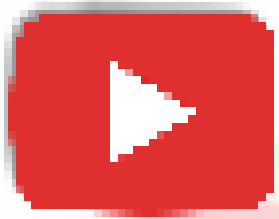
Classroom



Webinar



Master Trainer



YouTube

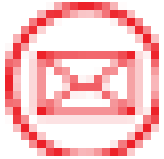
LMS

Learning Management System

Gateway to Master the Usage on GeM

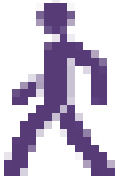
GeM Support – Channels to Assist You

Need help?



helpdesk-gem@gov.in

Through the GeM Portal



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