



A DEPARTMENT OF COMMERCE INITIATIVE



Webinar for Seller Onboarding

28th May 2020

Government e Marketplace – The Genesis



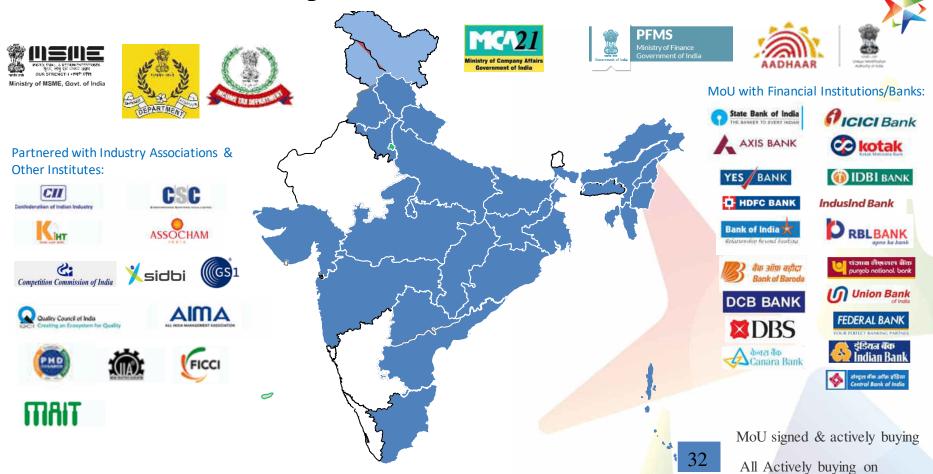
- A one-stop online procurement portal for all Government Buyers including Central/State ministries, Departments, Bodies & PSUs. Launched on 9th August 2016. (https://www.gem.gov.in/).
- Rule 149 of GFR amended to "Procurement of Goods and Services by Ministries or Department will be mandatory for Goods 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.



solution

Paperless

and has established footprint across India



GeM

Key Statistics





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





New Product suggestion facility available to Sellers



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



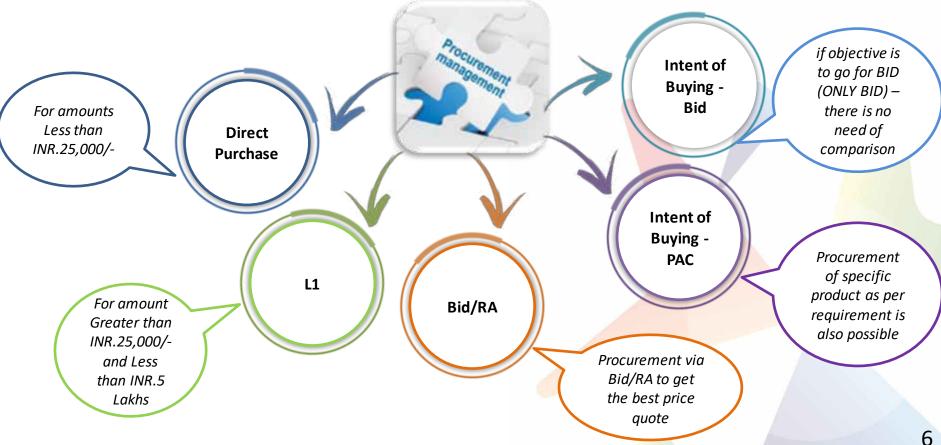
News and Event Section for Regular Updates



New on GeM – Shows list of new product categories added

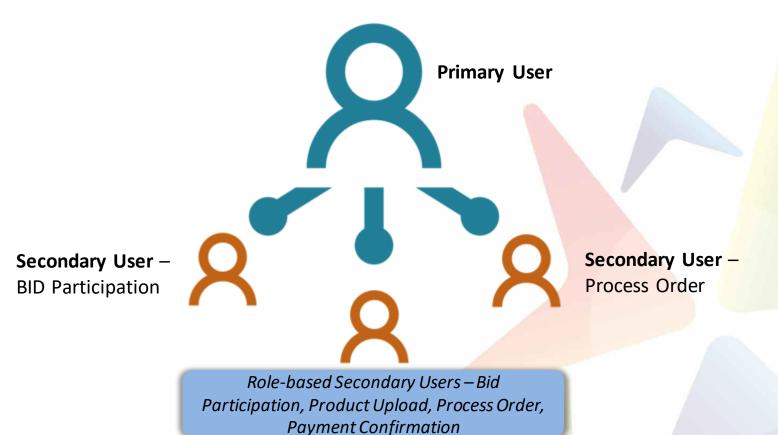
Offering Multiple Procurement Options





Function Based Flexibility for Seller Users



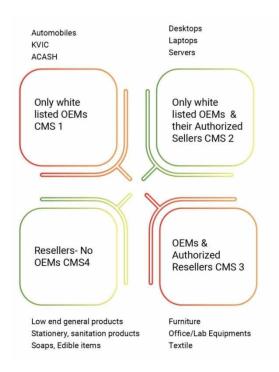


NOTE: All roles can be performed by single secondary seller

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.

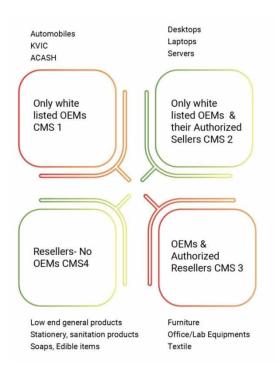
Quadrant 2:

 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:

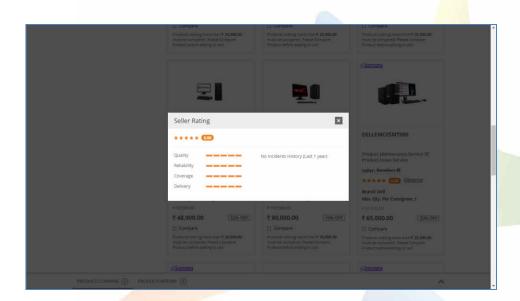
- Product and/or Offers in categories under this group can be from OEMs and/or Resellers.
- In case OEM has created Product Catalogue, then their catalogue will be used exclusively for pairing by all Resellers without any requirement of further endorsement of any kind by the OEM

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



Integrated Incident Management



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



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

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

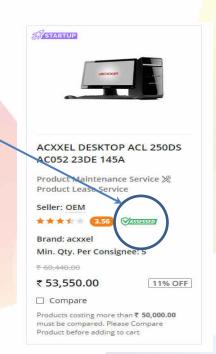
Vendor Assessment By QCI



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



GeM 4.0 A powerful, new GeM.



Smarter, better, inclusive. GeM 4.0 is our all new technology roadmap to make GeM a powerful marketplace well in step with the times. From transparency to efficiency, the roadmap features sweeping changes that will go a long way in improving the buying and selling process. Simply put, it's a world of cutting edge technology in the service of business. Welcome to GeM 4.0.

New Features – GeM 4.0

- Revamped User Interface and User Experience (UI / UX)
- ➤ NLP based Search Engine
- Ease of Payment and timely payments
- Customised Dashboard
- Seller Incentivisation
- > Faster and focused creation of categories of products and services
- Staggered Delivery.
- New category creation request from Sellers
- Vendor Assessment for OEMs and resellers
- Revamping the rating system.
- Incident Management (IM) Policy Overhaul
- Implementation of a one-time caution money deposit from sellers for procurement

New COVID Categories on GEM



List of new COVID categories created on GeM:

No	New COVID-19 Category	Catalogue Management System
1	Personal Protection Equipment (PPE) Body Coverall for Covid- 19	Quadrant 1
2	Particulate Respiratory Mask- FFP2 (N95)	Quadrant 3
3	Viral RNA Extraction Kits	Quadrant 3
4	Automated Nucleic Acid Extraction Machine	Quadrant 3
5	Ventilator	Quadrant 3
6	Real Time PCR (Polymerase Chain Reaction) Kits For Novel Coronavirus (SARS-CoV-2/COVID-19)	Quadrant 3
7	Real Time PCR (ICMR Specs)	Quadrant 3
8	Novel Coronavirus (Covid-19) Sample Collection Kit	Quadrant 3
9	Primers (Oligonucleotides) for COVID-19 Testing	Quadrant 3
10	Master Mix for COVID-19 Testing	Quadrant 3
11	Probes for Real time PCR for COVID-19 Testing	Quadrant 3

Process for Onboarding



Outlined process for these categories:-

- 1. Invite Sellers to register on GeM
- 2. Request for VA Exemption through QCI via online. Select UCC and submit the certificate online. QCI to approve the registered vendors *VA Exemption and approval on the basis of UCC Certificate.*
- 3. OEM Panel gets enabled and seller to apply for the brand with TM certificate/ NSIC certificate/ UAM/ OEM Authorization Certificate / BIS License wherever applicable.
- 4. Only for Q1 category "Personal Protection Equipment (PPE) Body Coverall for Covid-19", if seller has no TM Certificate the company name will be considered as brand name on the basis if UCC certificate submitted.
- 5. Once their brand request submitted, it will get approved in 24-48 hrs (only COVID categories)
- 6. Once brand approved the seller can upload products through Dashboard and it will get approved as per TAT 24-48 hrs (only COVID categories).
- 7. Seller has to publish the product on the marketplace as per category specifications.



Introduction to Seller/Service Provider Functionality

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.

Pre-requisite For Brand & Product Approval





Documents Required for Brand approval:

- ✓ Company Registration Certificate
- ✓ Trademark Certificate or Application of Trademark Certificate
- √ Vendor Assessment Report
- ✓ BIS / NSIC / MSME / UCC Registration Certificate, where applicable
- ✓ FSSAI License, where applicable
- ✓ SKU & HSN (to be entered in the system)
- ✓ OEM Authorisation Certification (in case of Reseller)
- ✓ Company Website URL (should be functional)



Documents Required for Product upload:

- ✓ Certification in case of product certified by any agency
- ✓ For Price Reference Product Brochure / OEM Website link / Purchase Order
- ✓ For Product Model Product Brochure / OEM Website link

Others

✓ Experience Certificate with Government & Turnover Certificate in case demanded by Buyer

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).
- 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.



Registration and Profile Updation

Open www.gem.gov.in







Sign Up V



PROCUREMENT FOR **THE WORLD BANK** FUNDED PROJECTS ENABLED ON GeM

CLICK HERE FOR SPECIAL TERMS & CONDITIONS

Product →

Looking for something on GeM?

(

Procure on GeM for:









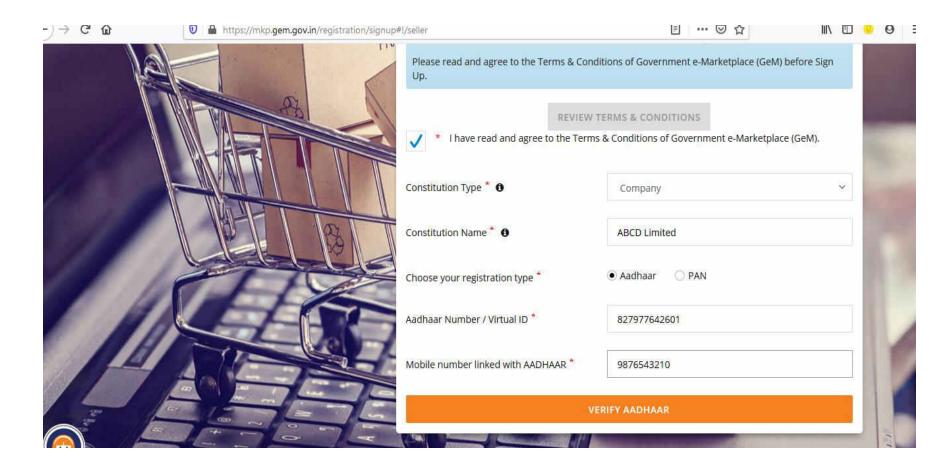
Procure on GeM for:



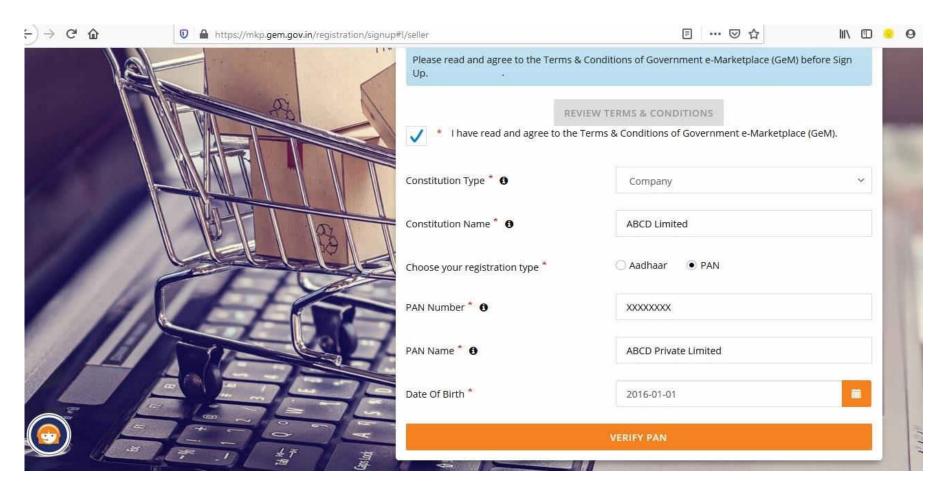




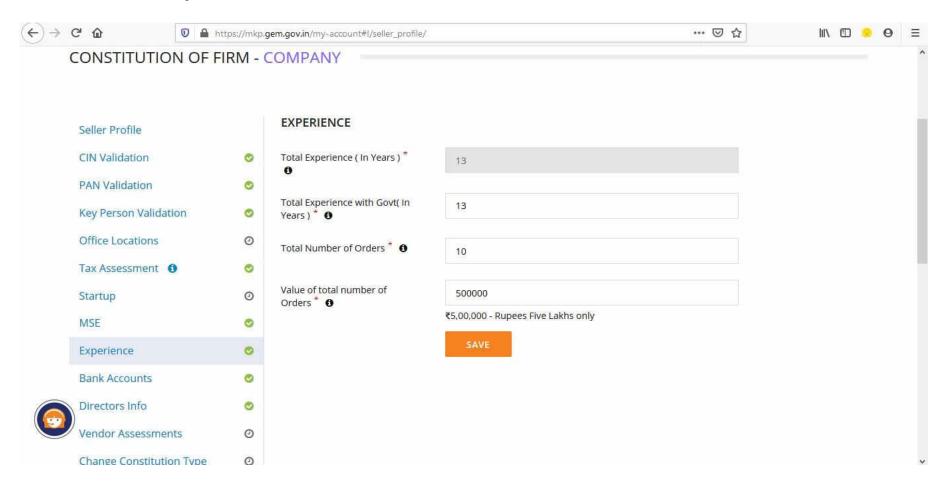
Signup with Aadhar



Sellers: Signup with PAN



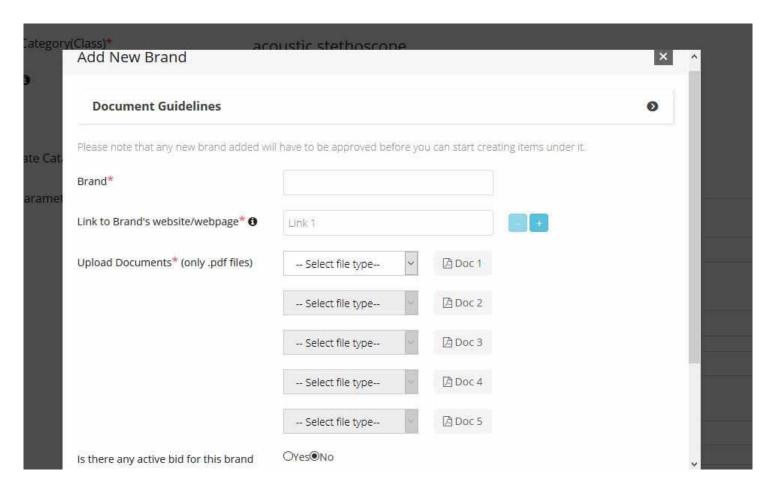
Sellers: Profile Updation





Seller Brand Request

Sellers: Brand Request

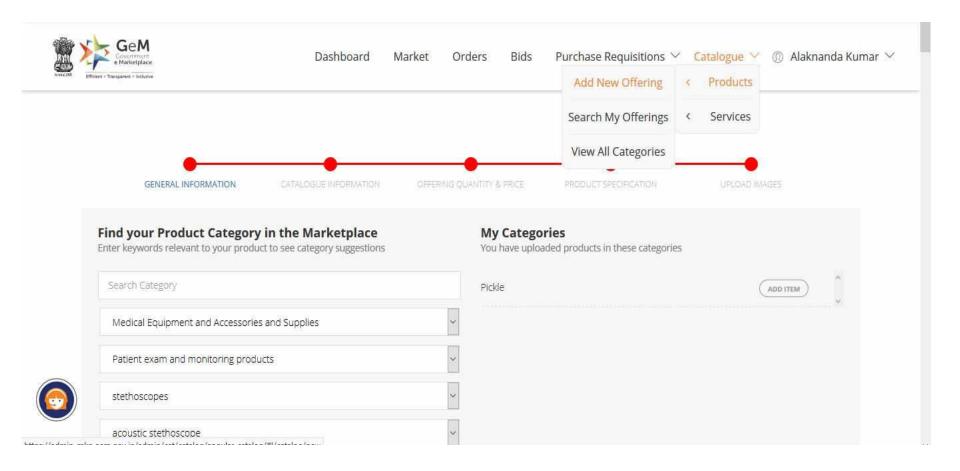




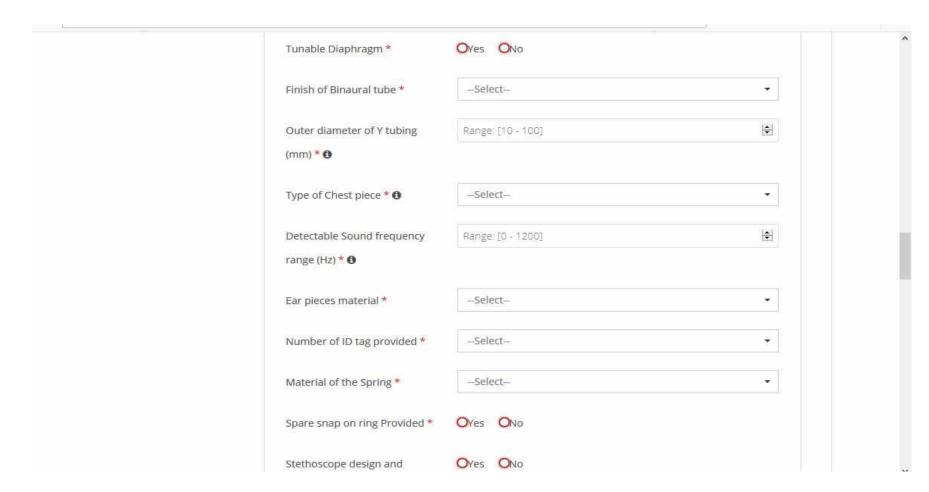
Seller Product Upload



Sellers: Product Upload-1



Sellers: Product Upload -2

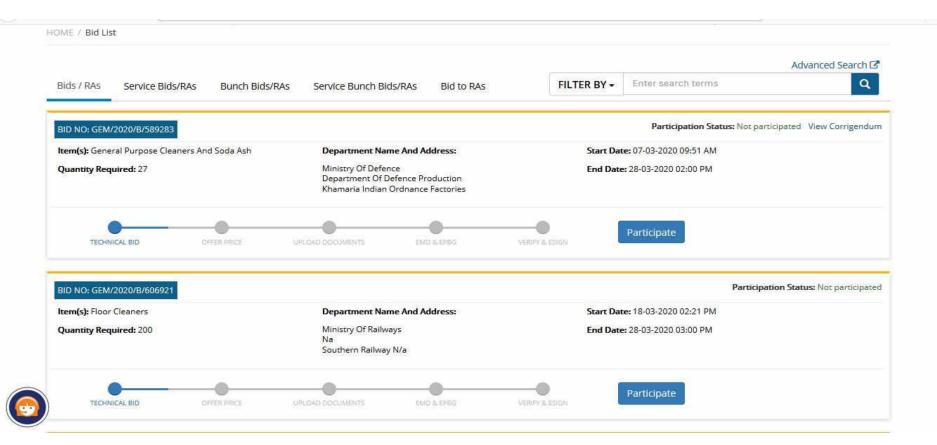




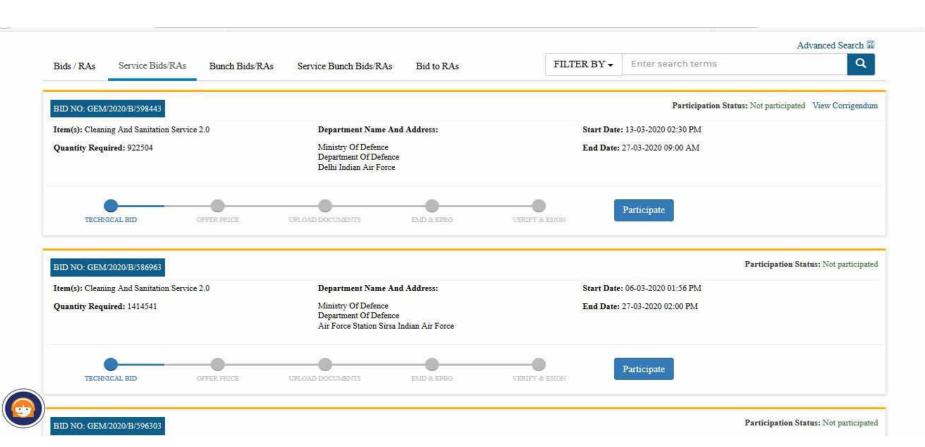
Seller Bid Participation



Product Bid participation



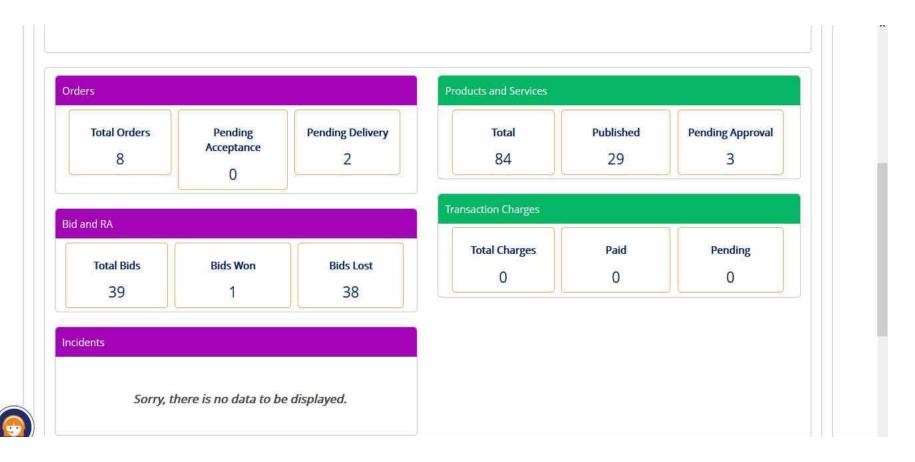
Service Bid participation



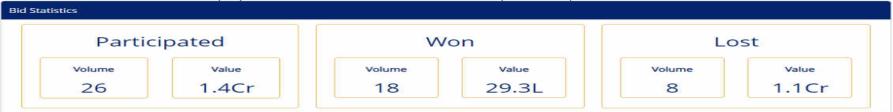


Seller Dashboard

Sellers: Dashboard

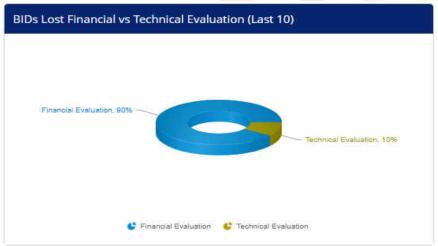


1. The Bid Statistics would display the Bid value and Volume of the Participated Bids, Bids won and Bids Lost



- 2. The Recent 10 Bids lost and the Stage of evaluation in which those bids were lost would be displayed.
- 3. Drill Down on the Graph would display the Technical and financial comparative analysis

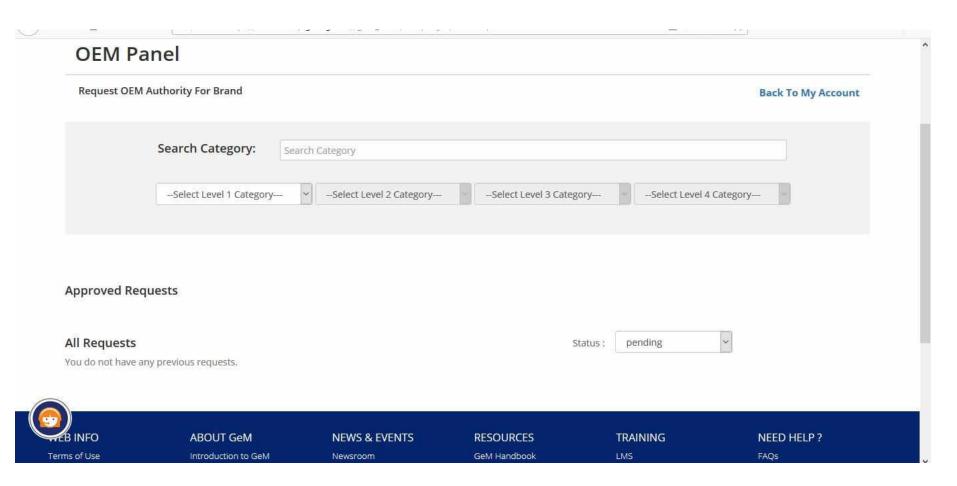




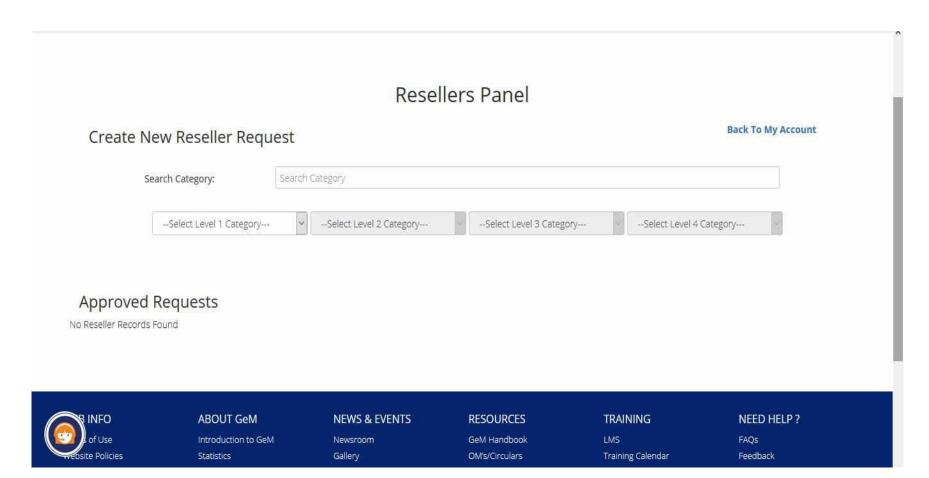


Seller OEM & Reseller Panel

Sellers: OEM Panel



Sellers: Reseller Panel

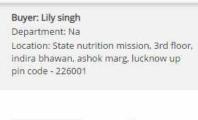




Order Processing – Invoice Generation



Expiring within 101 hours



Total order value ₹4,000.00

No. of Consignee: 1 Quantity: 1 nos

View Details



Fff

Unit Price: ₹ 4,000.00 Total Quantity: 1 Total Value: ₹ 4,000.00



ORDER PLACED

ORDER ACCEPTED

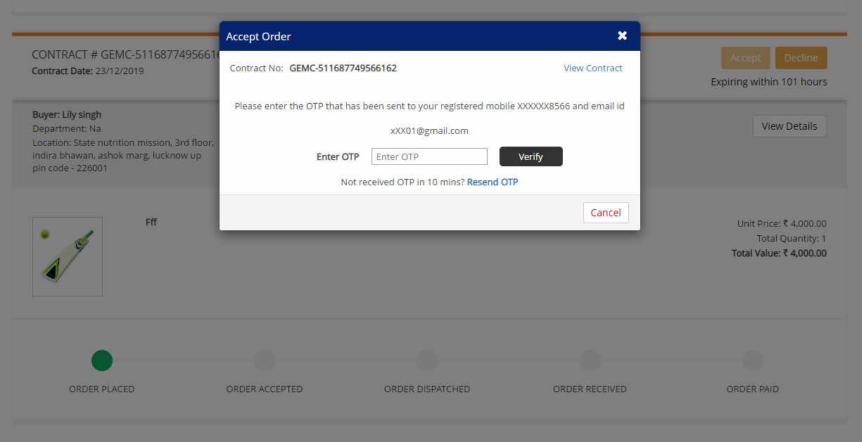
ORDER DISPATCHED

ORDER RECEIVED

ORDER PAID



WEB INFO ABOUT GeM NEWS & EVENTS RESOURCES TRAINING **NEED HELP?**





WEB INFO ABOUT GeM NEWS & EVENTS RESOURCES TRAINING NEED HELP?



Need Help? ~

Dashboard

Market

Orders

Bids V

Purchase Requisitions

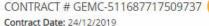
Catalogue v





Consignee wise

Shipment wise



Buyer: Nilesh gupta

Department: Na Location: Electronics niketan, 6 cgo complex, lodhi road, new delhi

Total order value ₹ 30,000.00

No. of Consignee: 1 Quantity: 10 nos

Unit Price: ₹ 3,000.00



FFF

Total Quantity: 10 nos Total Value: ₹ 30,000.00

Quantity Dispatched Expected Delivery Date Consignee Location Quantity



ctronics niketan, 6 cgo complex, lodhi road, new delhi, South east delhi, hl, 110003, India

DELHI

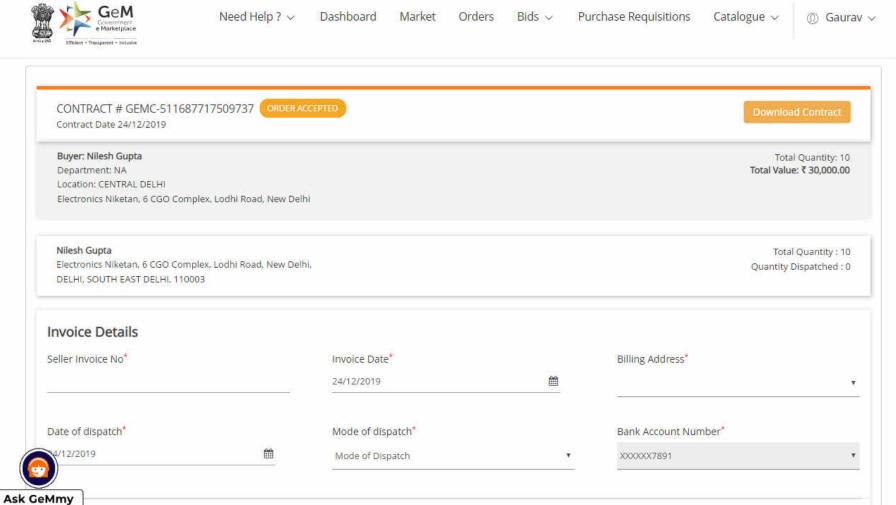
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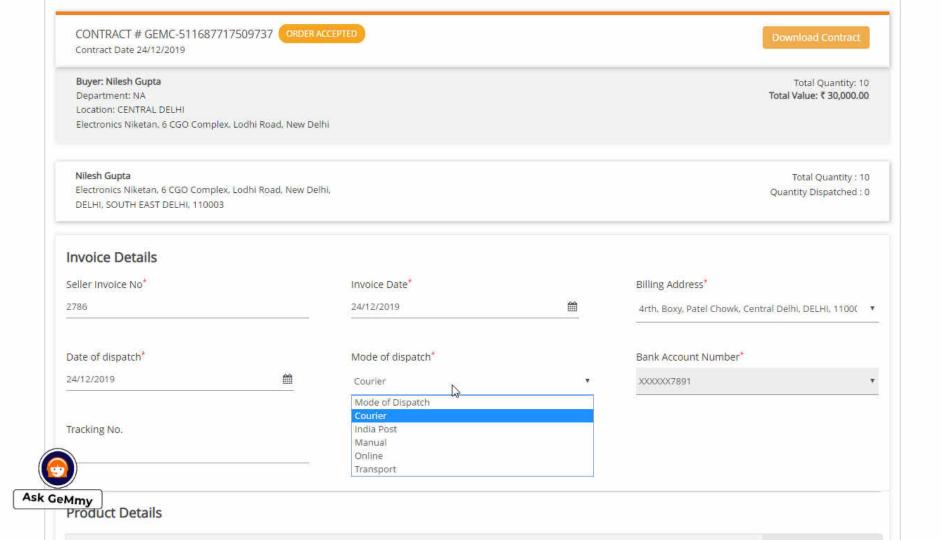
23/01/2020

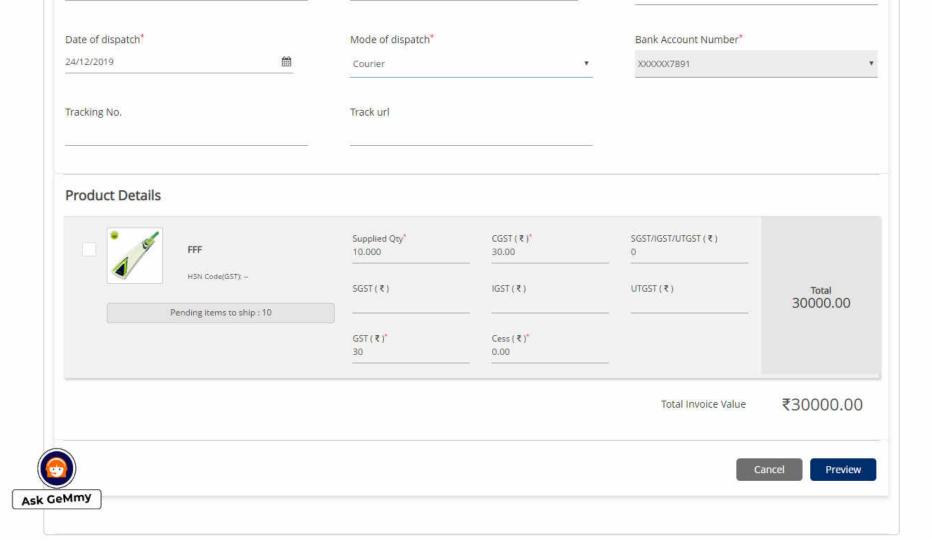
Invoice

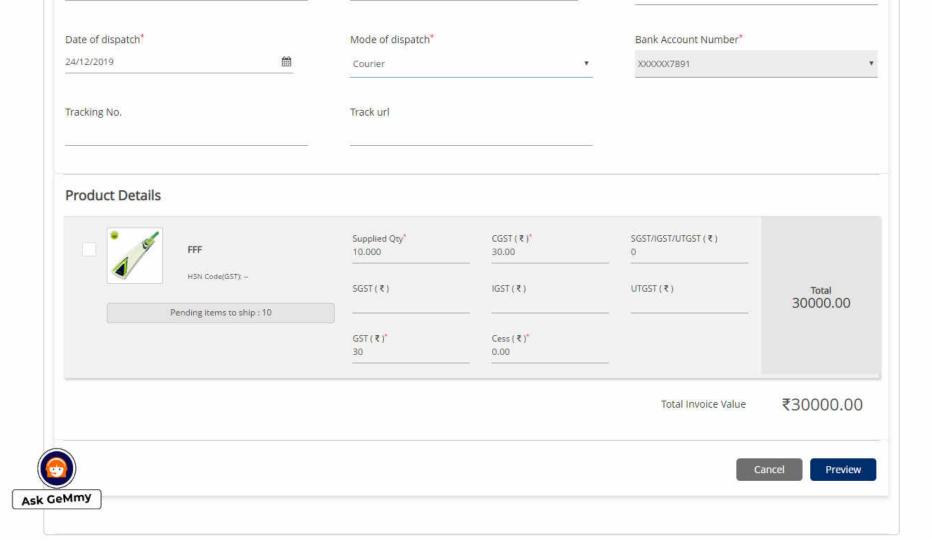
Ask GeMmy



Product Details







Innovation Star 4rth, Honda, Boxy, Patel Chowk, Central Delhi, DELHI, 110001

xyz01@gmail.com

Contact no: 01234567890 GSTIN: 14CGAPM5536M6Z3

MSME Verified : Yes Startup Verified : Yes

Order No: GEMC-511687717509737

Order Date: 24-Dec-2019

Bill To:

Date

24/12/

Tracki

Proc

Nilesh Gupta, BUYER-CONSIGNEE

Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi CENTRAL DELHI DELHI Shipping To:

110003 NA National E-Governance Division (NEGD) DeitY Govt. of India

GSTIN: YKL

Department: NA

Office Zone: Cgo Complex

Organisation: National E-Governance Division (NEGD) DeitY Govt. of India Ministry: Ministry of Electronics and Information Technology

Nilesh Gupta Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi SOUTH EAST DELHI **DELHI 110003**

Contact: 011-24304678-900

Seller Invoice No	Invoice Date	Dispatch Mode	Dispatch Date
2786	24-Dec-2019	Courier	24-Dec-2019

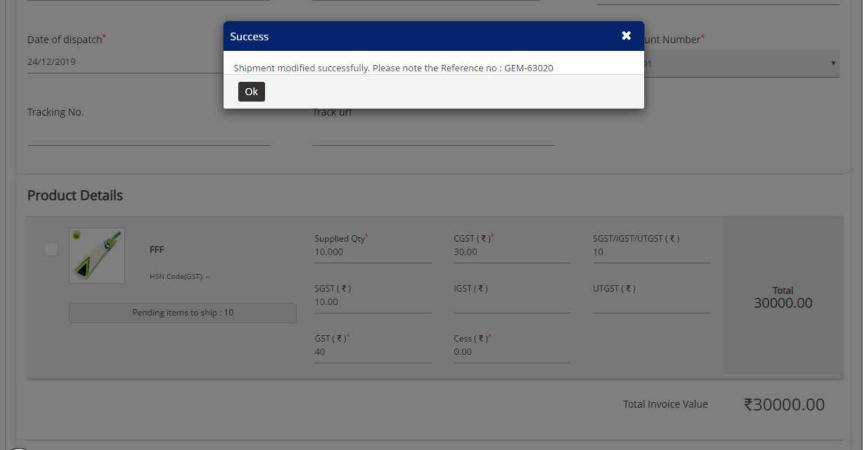
Description	HSN Code	Expected Delivery Date	Supplied Qty	Unit Price	Total Price inclusive all Taxes
FFF	is the second se	23-Jan-2020	10	3000.00 INR	Rs. 30000.00
		**	SGST IGST UTGST	Rs. 30.00 Rs. 10.00 Rs. 0.00 Rs. 0.00 Rs. 0.00	
Grand Total					Rs. 30000.00



I agree to the terms & conditions.

Create

Cancel





Cancel

Preview



Need Help? ~

ctronics niketan, 6 cgo complex, lodhi road, new delhi, South east delhi,

Dashboard

Market

Bids ~

Orders

Purchase Requisitions

Quantity Dispatched

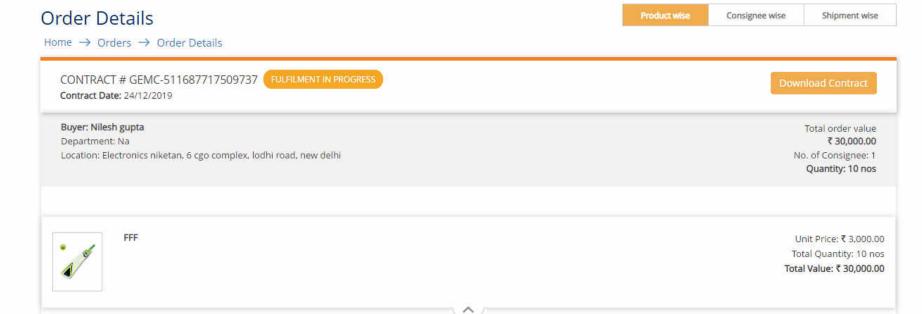
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Catalogue v

Expected Delivery Date

23/01/2020

Invoice



Location

DELHI

Quantity

10.0



Consignee

Wilesh Gupta

hi, 110003, India



Need Help? ~ Dashboard

Market Orders Bids V

Purchase Requ

Produc

Order Details

Home → Orders → Order Details

CONTRACT # GEMC-511687717509737

Contract Date 24/12/2019

Buyer: Nilesh Gupta Department: NA

DELHI, SOUTH EAST DELHI, 110003

Location: Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi

Nilesh Gupta

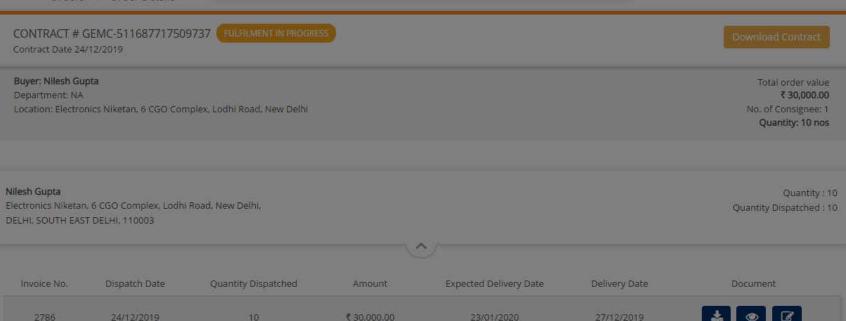
Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi,





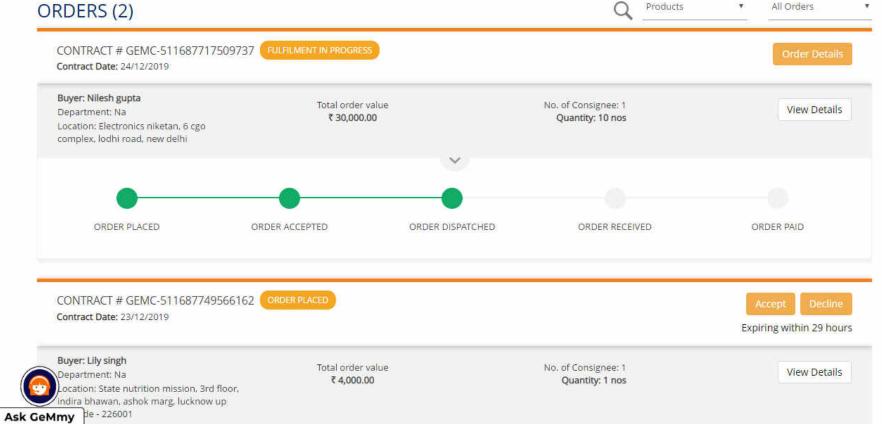
Order Details

Home → Orders → Order Details



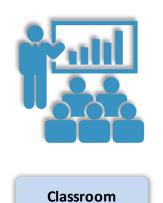






Capacity Building - Multiple Modes of Learning







Webinar







YouTube



FAQs

GeM Support – Channels to Assist You





Need help?



helpdesk-gem@gov.in seller-covid19@gem.gov.in (only for COVID sellers)



Through the GeM Portal







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



Monday to Saturday



08:00 AM to 08:00 PM



Efficient • Transparent • Inclusive