



AN OVERVIEW

A DEPARTMENT OF COMMERCE INITIATIVE



GOVERNMENT E MARKETPLACE THE GENESIS

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

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

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

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



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



KEY ADVANTAGES FOR BUYER



**End to End System
from Registration to
Payment**



EASE-OF-USE

**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

BUYER USER ROLES BASED ON SEGREGATION OF DUTIES



BUYER

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



CONSIGNEE

Accepts & Rejects consignment.
Also generates CRAC



INDENTOR

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



PRIMARY USER

Scope of Primary User:

1. Register Organization
2. Creation / Modification of Secondary Users
3. Manage users and Deactivation
4. Monitoring of Orders placed



DDO

Processes bills and pushes bills to PFMS



PAO

Process bills for payment
(Non PFMS Payment mode)



TECHNICAL EVALUATOR

Evaluates bidders on technical parameters

OFFERING MULTIPLE PROCUREMENT OPTIONS

Direct Purchase

For amounts less than INR 25,000/-

L1

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

Bid/ Bid to RA

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

Intent of Buying - PAC

Procurement of specific product as per requirement is also possible

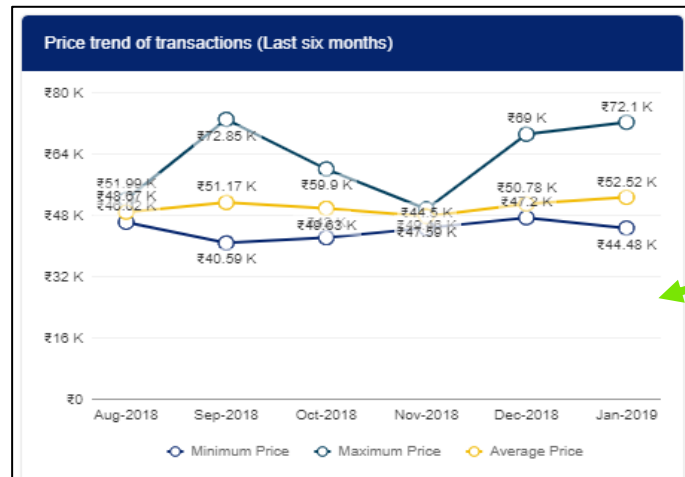
Custom Bid/ BOQ

Procurement of Goods / Services not available on GeM

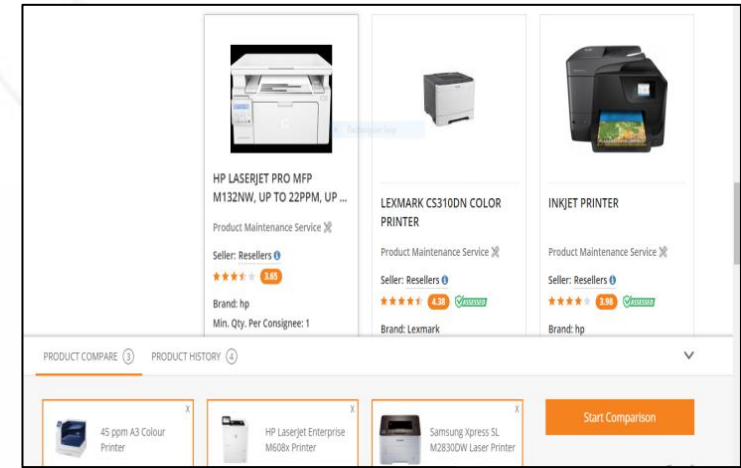
Push Button Procurement

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

PRICE REASONABILITY TOOLS



Price Trends: GeM helps Buyers to ensure reasonability of rates quoted by Sellers



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

Purchase History

Last 6 Month Orders					
Buying Mode	Total Volume	Total Value (INR)	Total Units Sold	Minimum Unit Price (INR)	Maximum Unit Price (INR)
Direct	1	304847.24	1	304847.24	304847.24

Contracts of Recent Purchases in Last 6 Months						
Contract Number	Order Date	Buying Mode	Bid Number	Total Quantity	Total Value (INR)	Consignee State with Quantity
Confidential	18/11/2021	Direct		1	304847.24	**Confidential**, Quantity - 1.000, Unit Price (INR) - 304847.24

[View All for complete list of all contracts](#)

Purchase History: To view the details of last 6 months Orders and Contract Details

Ratings for Sellers

- A strong vendor rating system will reward good performance of sellers by giving them opportunity for more business
- Sellers will also be able to improve upon their ratings by focusing on specific areas
- Fake/Inactive sellers will be weeded out, hence ensuring only genuine sellers get to do business with government.
- Parameters for the Seller Rating :
 1. Delivery
 2. Quality
 3. Reliability
 4. Feedback

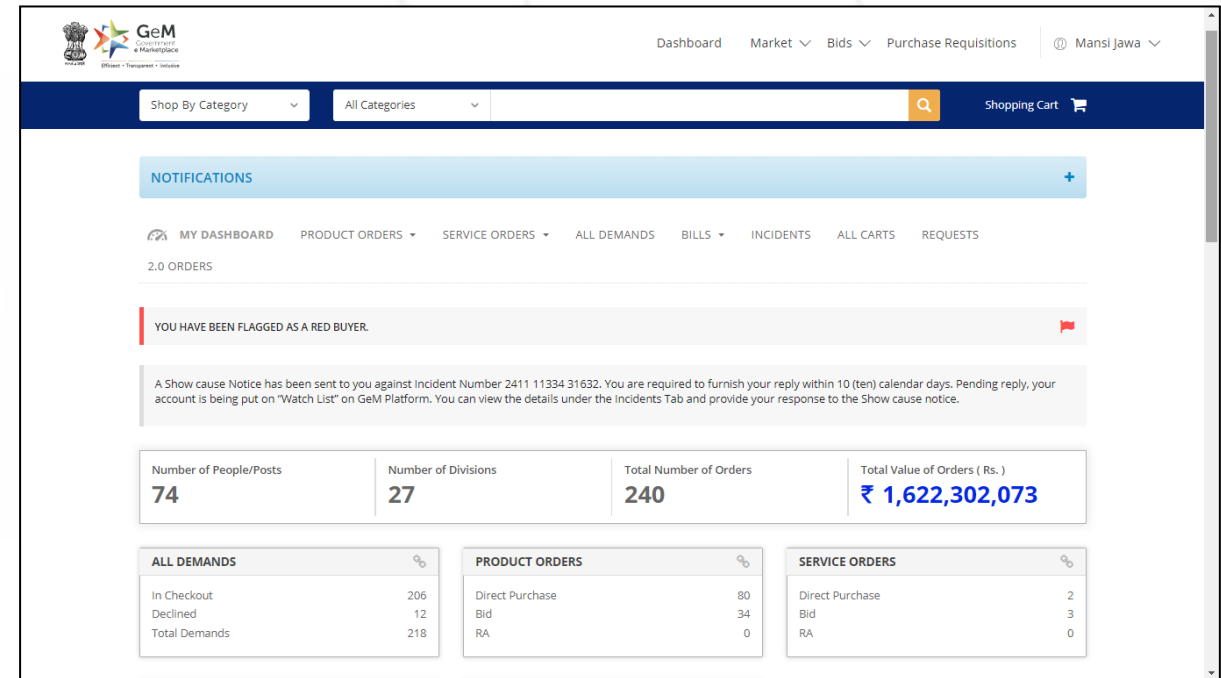
CLASSIFICATION OF BUYERS

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



The screenshot shows the GeM dashboard for a user named Mansi Jawa. The dashboard includes a navigation menu with options like Dashboard, Market, Bids, and Purchase Requisitions. A search bar is present with 'All Categories' selected. Below the navigation, there is a 'NOTIFICATIONS' section with a plus sign. The main content area shows a notification: 'YOU HAVE BEEN FLAGGED AS A RED BUYER.' Below this, a message states: 'A Show cause Notice has been sent to you against incident Number 2411 11334 31632. You are required to furnish your reply within 10 (ten) calendar days. Pending reply, your account is being put on "Watch List" on GeM Platform. You can view the details under the Incidents Tab and provide your response to the Show cause notice.'

Number of People/Posts	Number of Divisions	Total Number of Orders	Total Value of Orders (Rs.)
74	27	240	₹ 1,622,302,073

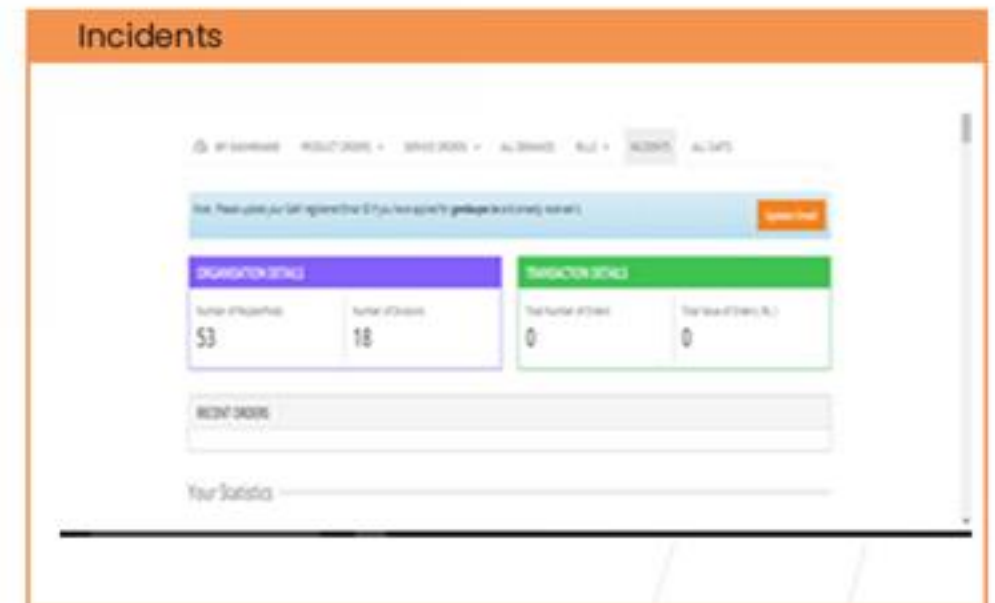
ALL DEMANDS	PRODUCT ORDERS	SERVICE ORDERS
In Checkout: 206	Direct Purchase: 80	Direct Purchase: 2
Declined: 12	Bid: 34	Bid: 3
Total Demands: 218	RA: 0	RA: 0

Integrated Incident Management

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

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

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






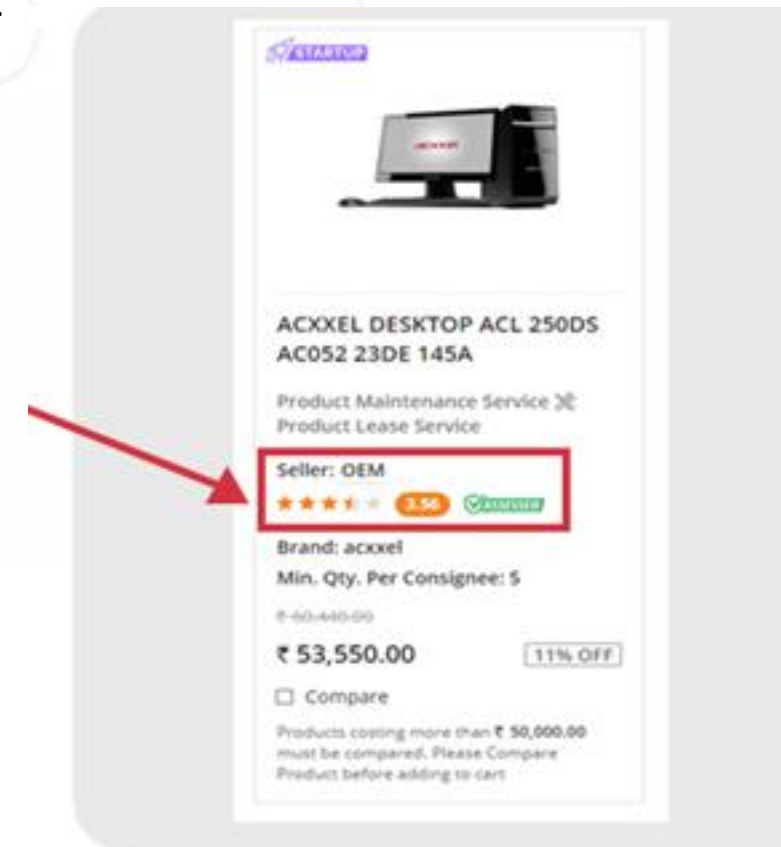
The Incident Management Policy can be accessed https://assets-bg.gem.gov.in/resources/upload/shared_doc/incident-management-policy-01-07-23_1695978897.pdf

Vendor Assessment and Service Sanitization by Rites

GeM mandates the OEMs/Sellers (except those exempted) and Service Providers to establish their credentials and fast track their sales by getting pre-assessed by Rites

- Pre-assessed Vendors are tagged as Vendor Assessed in front of their names at 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.
- Validation of Certificate and Experience for Service Offerings.

 GeM Service Provider <small>SEE DETAIL</small>	Operations And Support, Project/...	Helpdesk Services, Network...	Graduate	B.Tech(CSE/IT), BCA
 GeM Service Provider <small>SEE DETAIL</small>	Operations And Support	Software Developer	Graduate	B.Tech(CSE/IT), B.Tech(ECE), BBA, BCA
 GeM Service Provider <small>SEE DETAIL</small>	Project/ Programme Implementation	Digitization Operator	Graduate	BBA, BCA



Custom Bid for Products & Services

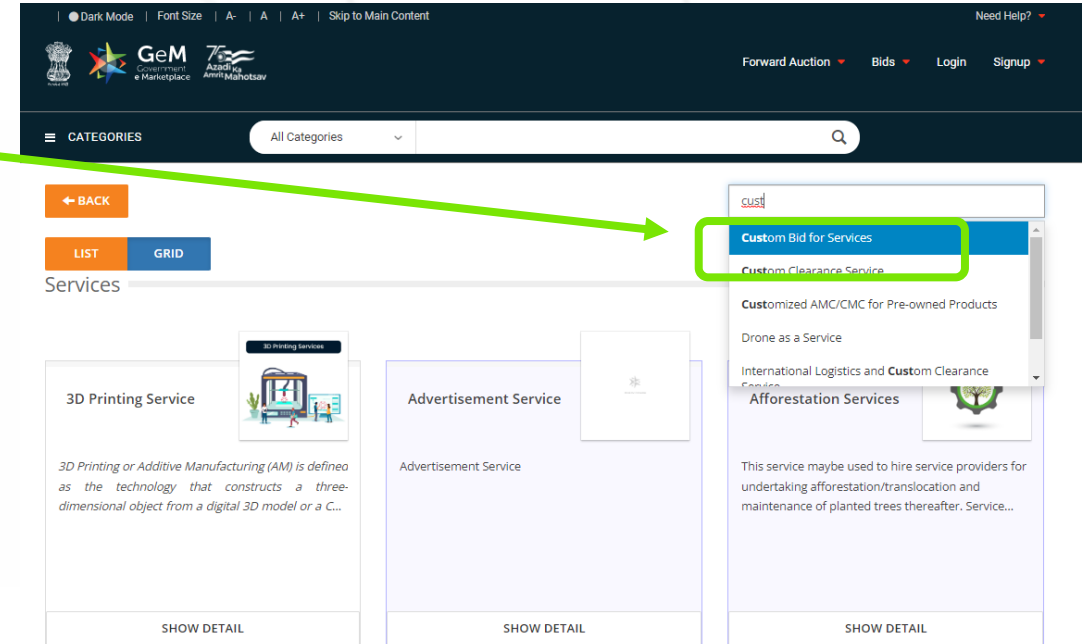
Custom Bid has been introduced for Buyers for Procurement of specialized products and services that are currently not available on GeM.

The salient features of the process are as below:

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

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

For custom catalogue based bid, the minimum bid duration is 10 days and maximum is 45 days.



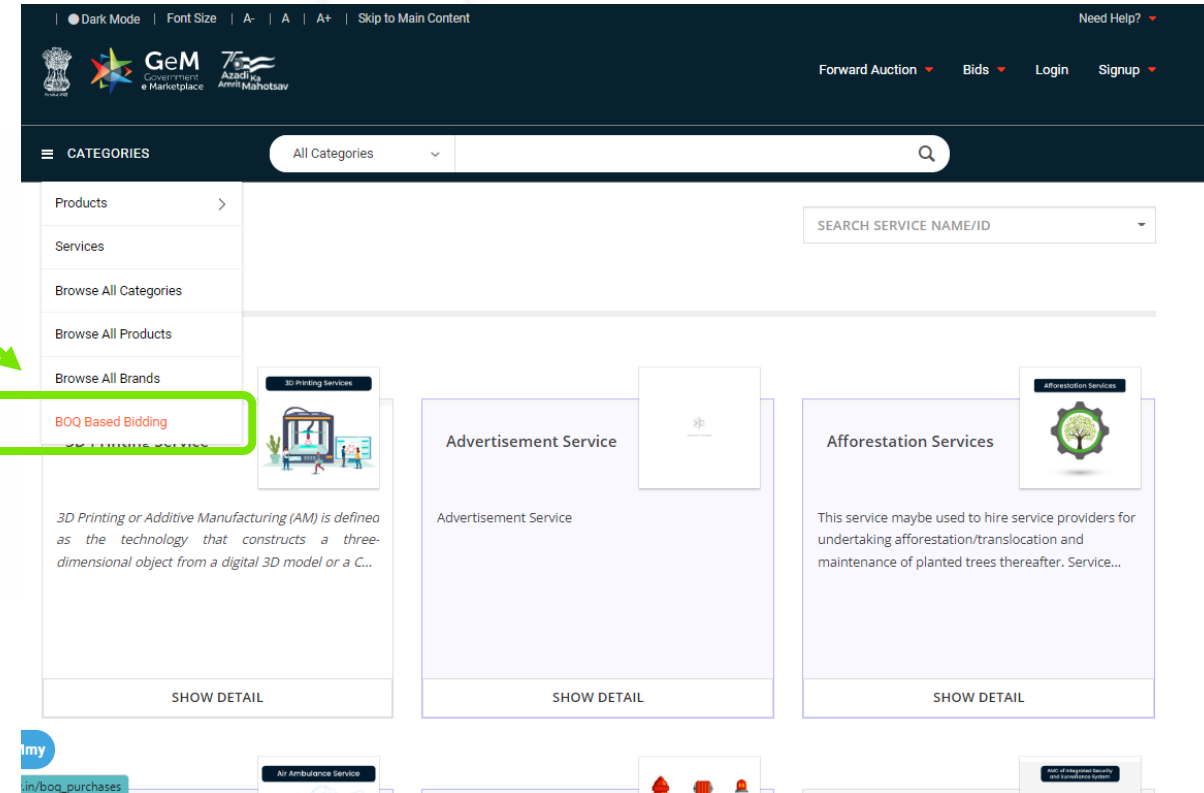
The screenshot displays the GeM website interface. At the top, there are navigation links for 'Dark Mode', 'Font Size', and 'Skip to Main Content'. The main header includes the GeM logo and the text 'Government e Marketplace'. Below the header, there is a search bar and a 'CATEGORIES' dropdown menu. A green arrow points from the 'CUSTOM BIDS' link in the left sidebar to the 'Custom Bid for Services' option in the search dropdown menu. The main content area shows a list of services, including '3D Printing Service', 'Advertisement Service', and 'Afforestation Services'. Each service card has a 'SHOW DETAIL' button.

BOQ : BOQ-based bidding enables the buyer to examine item-wise price breakdown in a larger project/contract.

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

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

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



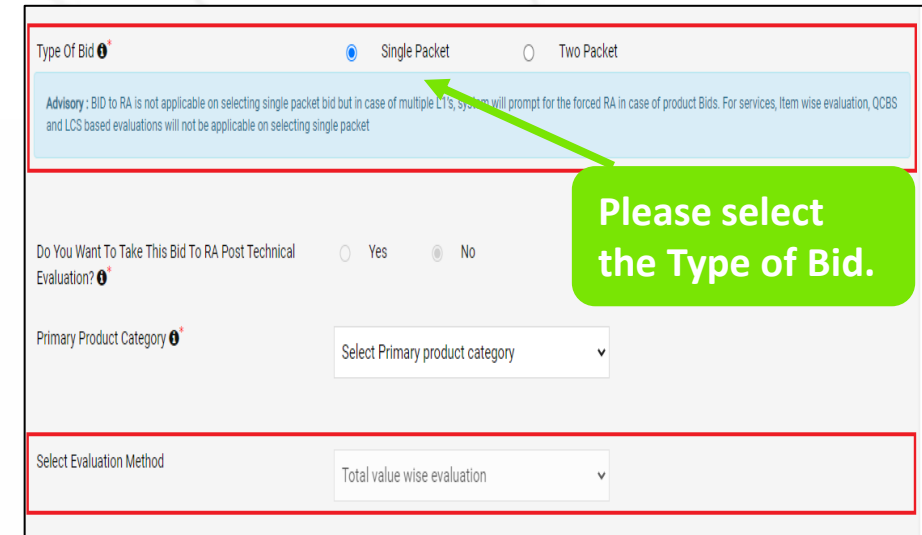
Single Packet Bidding

GeM has now introduced Single Packet Bids for buyers, in which all bidders who submitted bids are evaluated based on the ranking at the time the bids are opened. In this case, all vendors' names will appear in the comparative statement, but their bids may be technically suitable or not. The envelopes will be opened at the date and time advised in the bidding document.

It is not mandatory for the user to evaluate all the bids in the single packet bid process, so user can evaluate the minimum number of bids as per the Splitting or MSE/MII Purchase Preference (if applicable) and confirm the same by clicking on Confirm and Notify Bidders.

The buyer will use this for the limited categories available in the GeM marketplace as decided by the category managers.

Bids to RA, schedule-wise evaluation are not available in single packet bids. For Services, Item Wise Evaluation, QCBS or LCS based evaluations will not be applicable.



Type Of Bid Single Packet Two Packet

Advisory: BID to RA is not applicable on selecting single packet bid but in case of multiple L1s, system will prompt for the forced RA in case of product Bids. For services, Item wise evaluation, QCBS and LCS based evaluations will not be applicable on selecting single packet

Do You Want To Take This Bid To RA Post Technical Evaluation? Yes No

Primary Product Category

Select Evaluation Method

Please select the Type of Bid.

Capacity Building - Multiple Modes of Learning



Classroom



Webinar



Master Trainer



YouTube



LMS

Learning Management System - Gateway to Master the Usage on GeM



Asset Repository

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



Micro Learning

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



User Journeys

Structured user journeys, for a seamless learning experience

Access to Training Institutes tc

Certification

Get assessed and add credibility by demonstrating your understanding of GeM



Social Media Feeds

Learn about what's latest at GeM, upcoming trainings, events and features updates



Learning Ecosystem

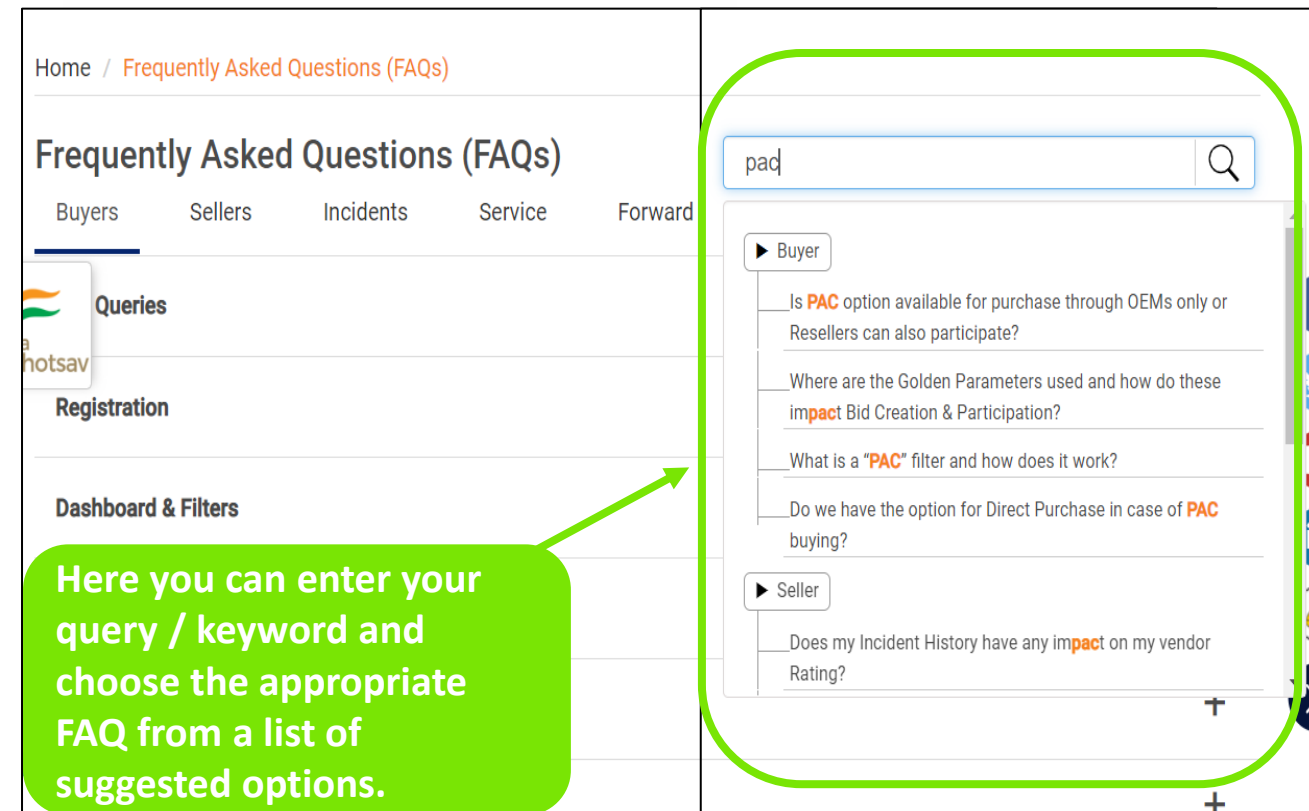
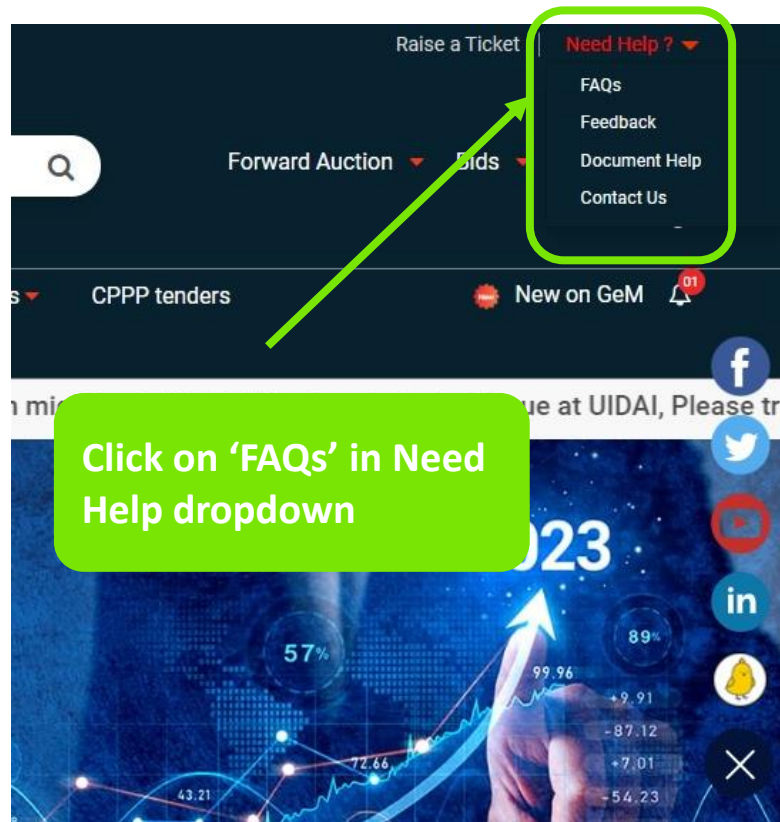
You can contribute and continue to enrich the repository



ess both Buyer as well as Seller User Journeys

Frequently Asked Questions (FAQs)

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



GeM Support – Channels to Assist You



Need help?



helpdesk-gem@gov.in



Ask GeMmy

24 x 7
Assistant Chatbot



WALK-IN

Walk-In HelpDesk Address:
2nd Floor, Jeevan Tara
Building, 5-Sansad Marg,
Near Patel Chowk, New
Delhi-110001



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



Monday to Saturday



9:00 am - 10:00 pm

GeM Social Media handles to connect with latest news and updates



Efficient • Transparent • Inclusive



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



https://twitter.com/GeM_India



<https://www.youtube.com/channel/UC1LaBWVVZv3k23BZApfDIsQ>



<https://www.linkedin.com/company/government-e-marketplace/>



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



GeM
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e Marketplace

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