



GeM
Government
e Marketplace

Efficient • Transparent • Inclusive

Online Market
for Smart Government Buyers



SEARCH PRODUCT → ADD TO CART → GET YOUR ORDER → MAKE PAYMENT

A DEPARTMENT OF COMMERCE INITIATIVE

An Overview



Government of India
Ministry of Commerce & Industry
Department of Commerce



Ministry of Electronics and
Information Technology
Government of India

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.

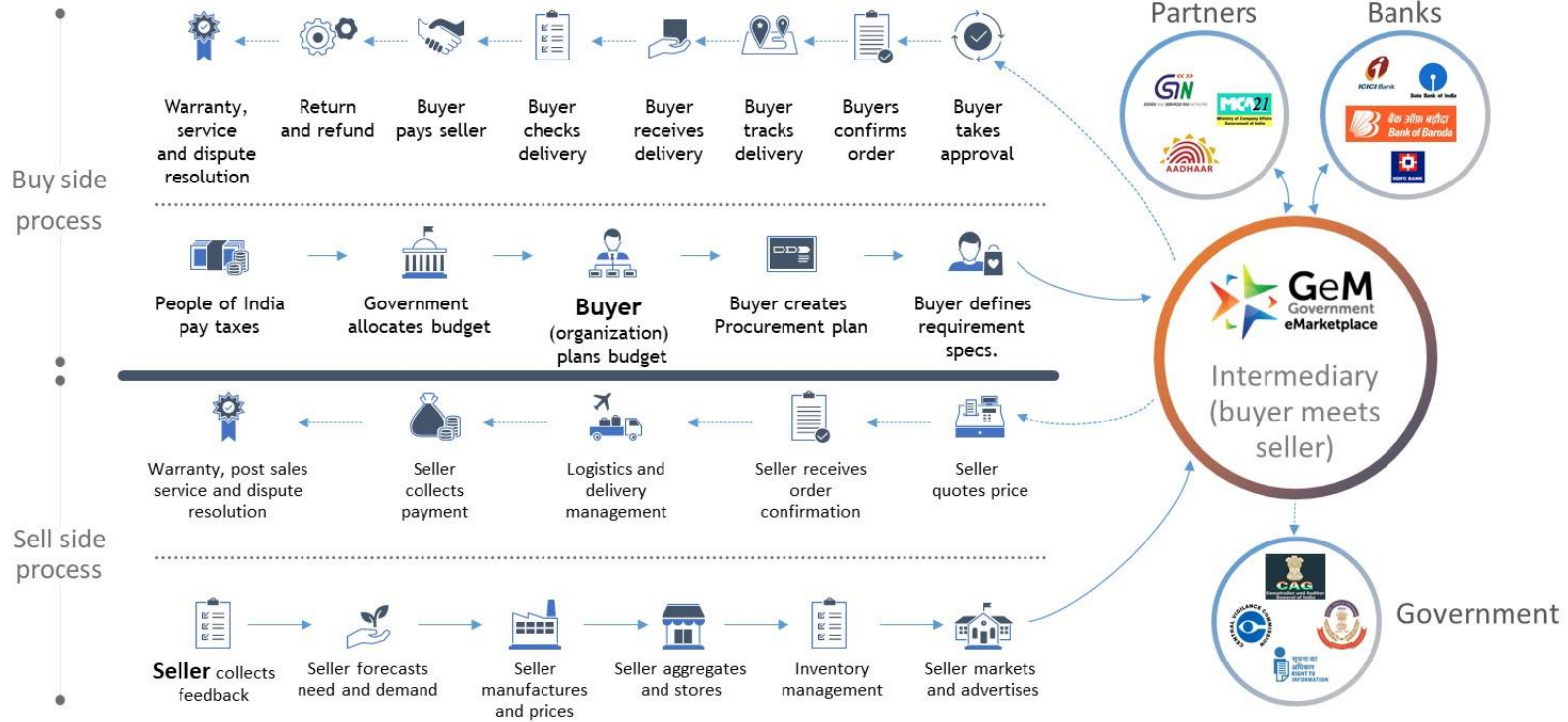


Shri Narendra Modi
Prime Minister of India

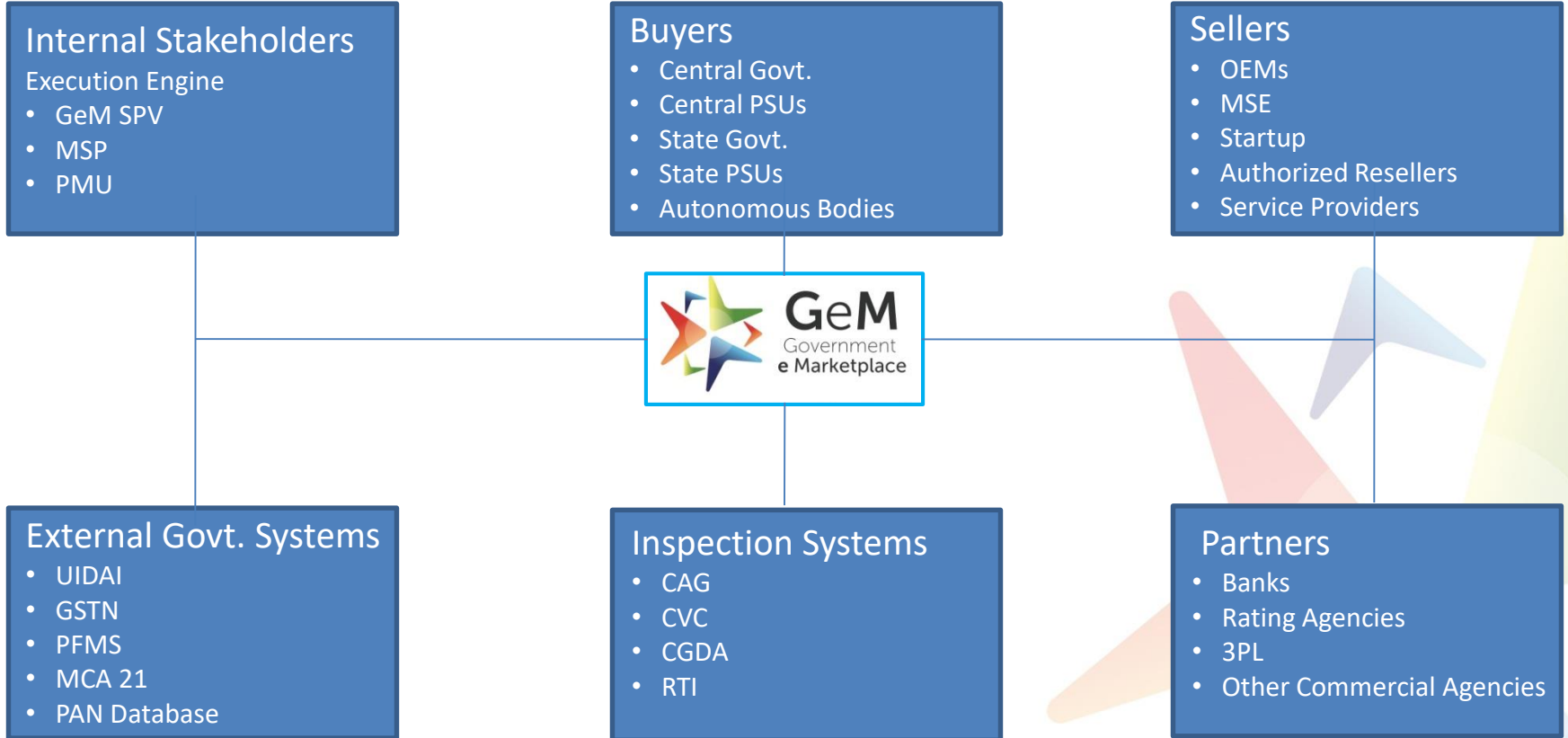
“The government is committed to curbing corruption. One of the key aspects of this objective is to minimize Governments human transactional interface.”



GeM – Integral to Public Procurement Eco-System

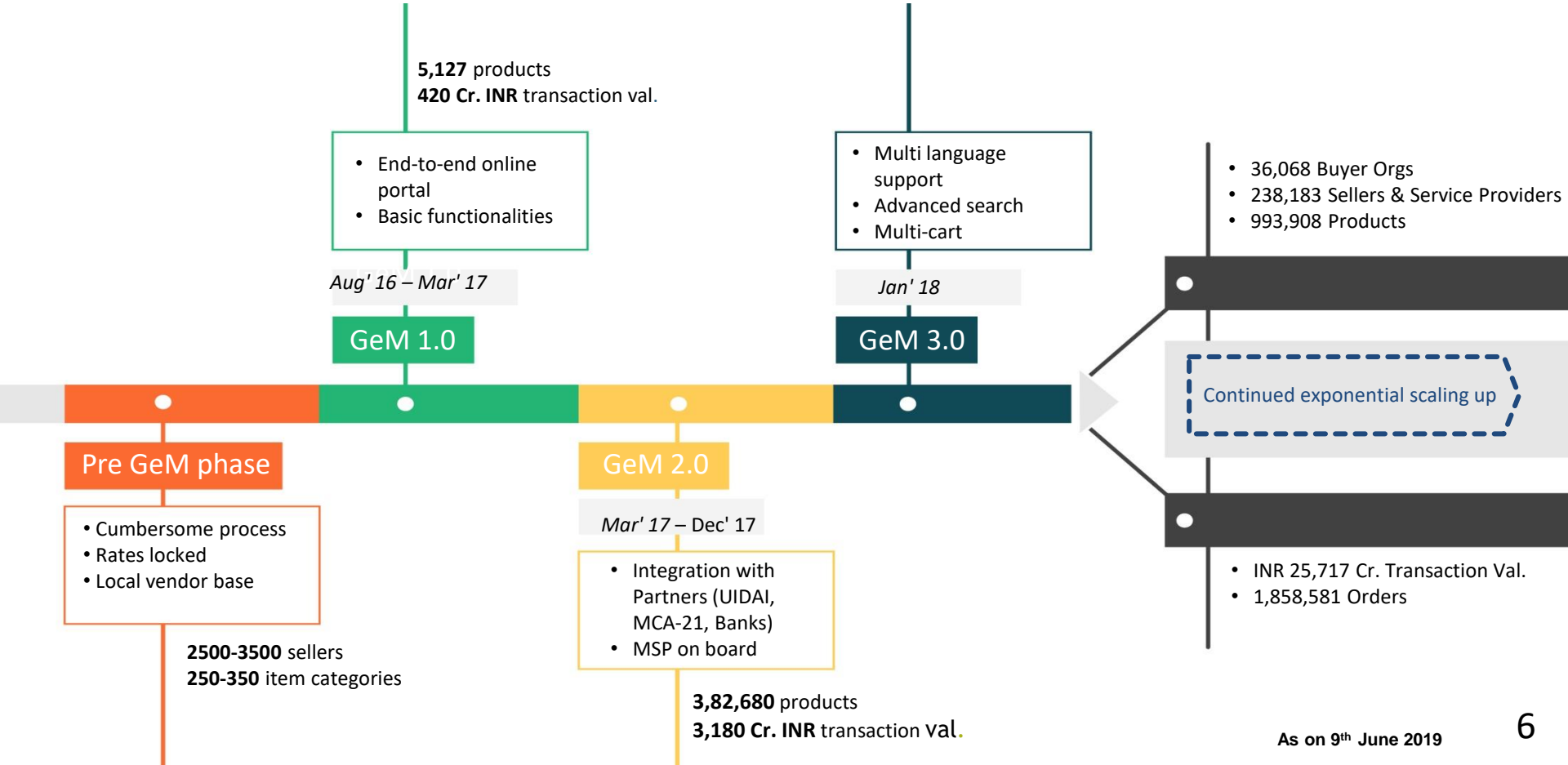


Key Stakeholders of GeM





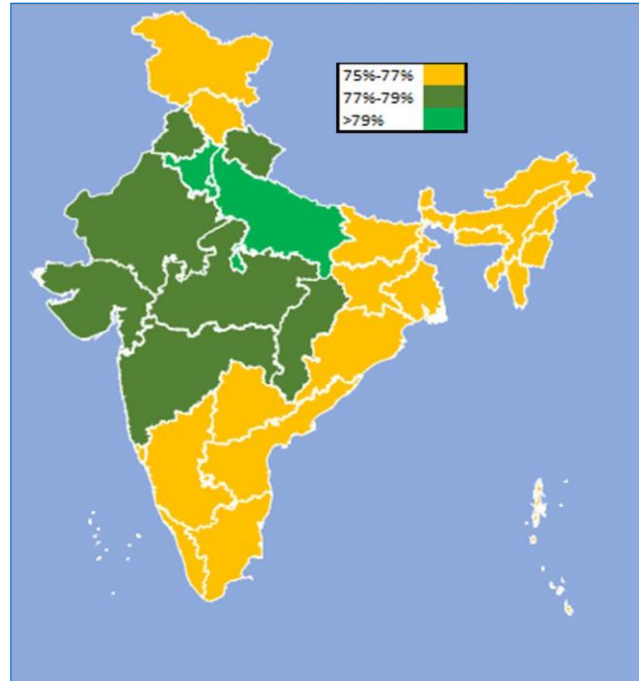
Evolution of GeM



GeM Footprints across India



Geographical spread of Products availability

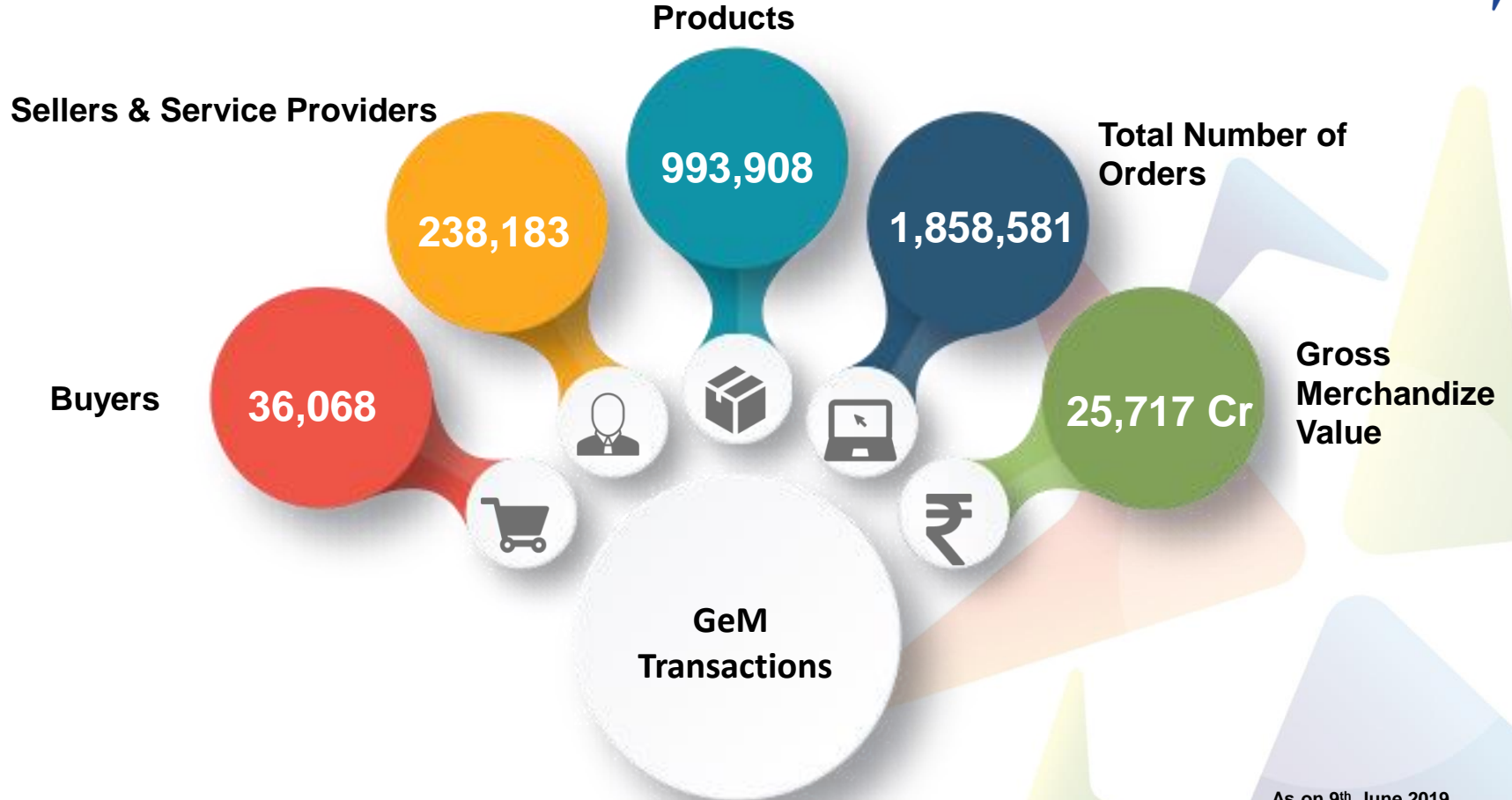


GEO COVERAGE OF AVAILABLE PRODUCTS
(PERCENTAGE SPREAD OF AVAILABLE PRODUCTS AS PERCENTAGE OF TOTAL PRODUCTS ON THE PLATFORM)



28 States/ UTs have signed MoU with GeM for Procurement

Key Statistics



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**

Key Advantages for Seller



Direct access to all Government departments



One-stop shop for bids / reverse auction on products / services



Dynamic pricing: Price can be changed based on market conditions



Strong vendor rating system



New Product suggestion facility available to Sellers



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

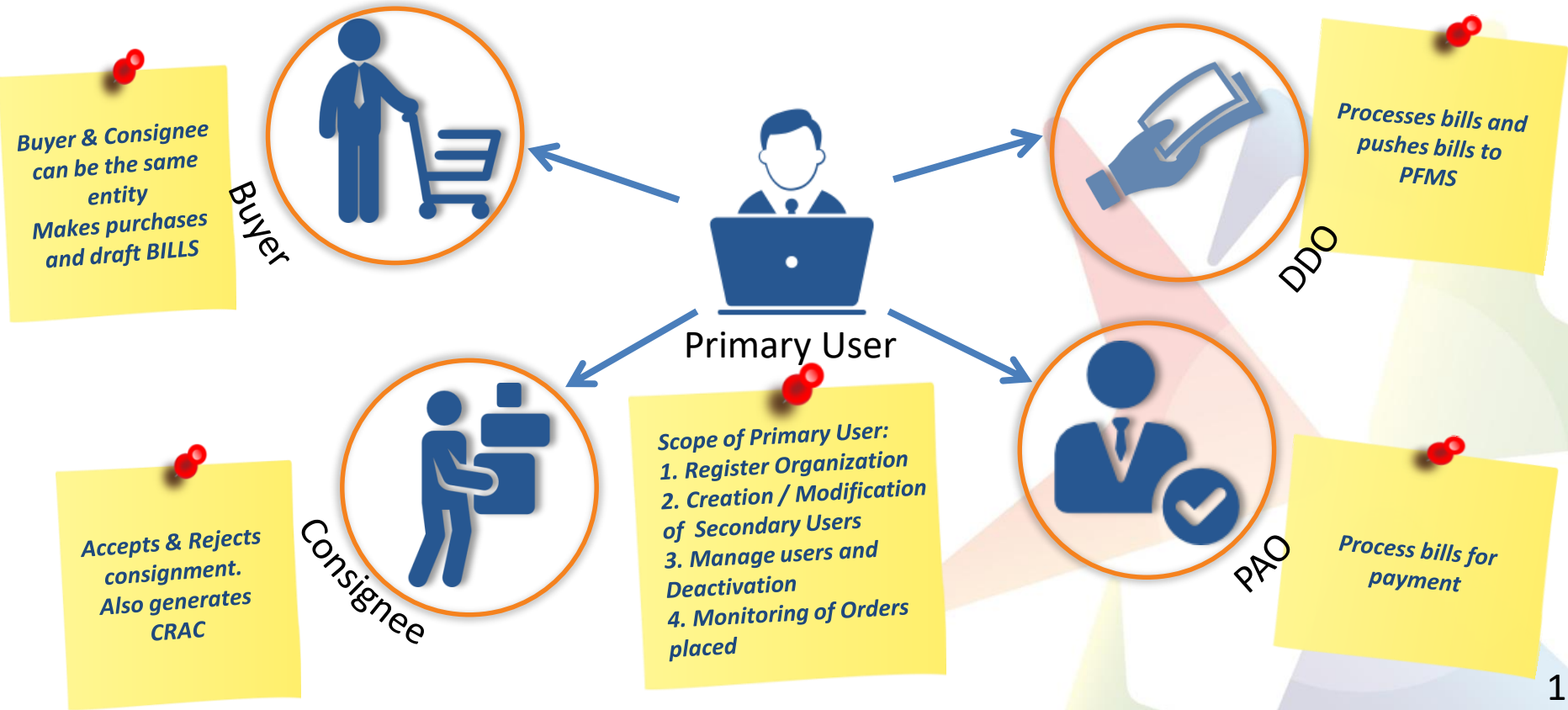


News and Event Section for Regular Updates

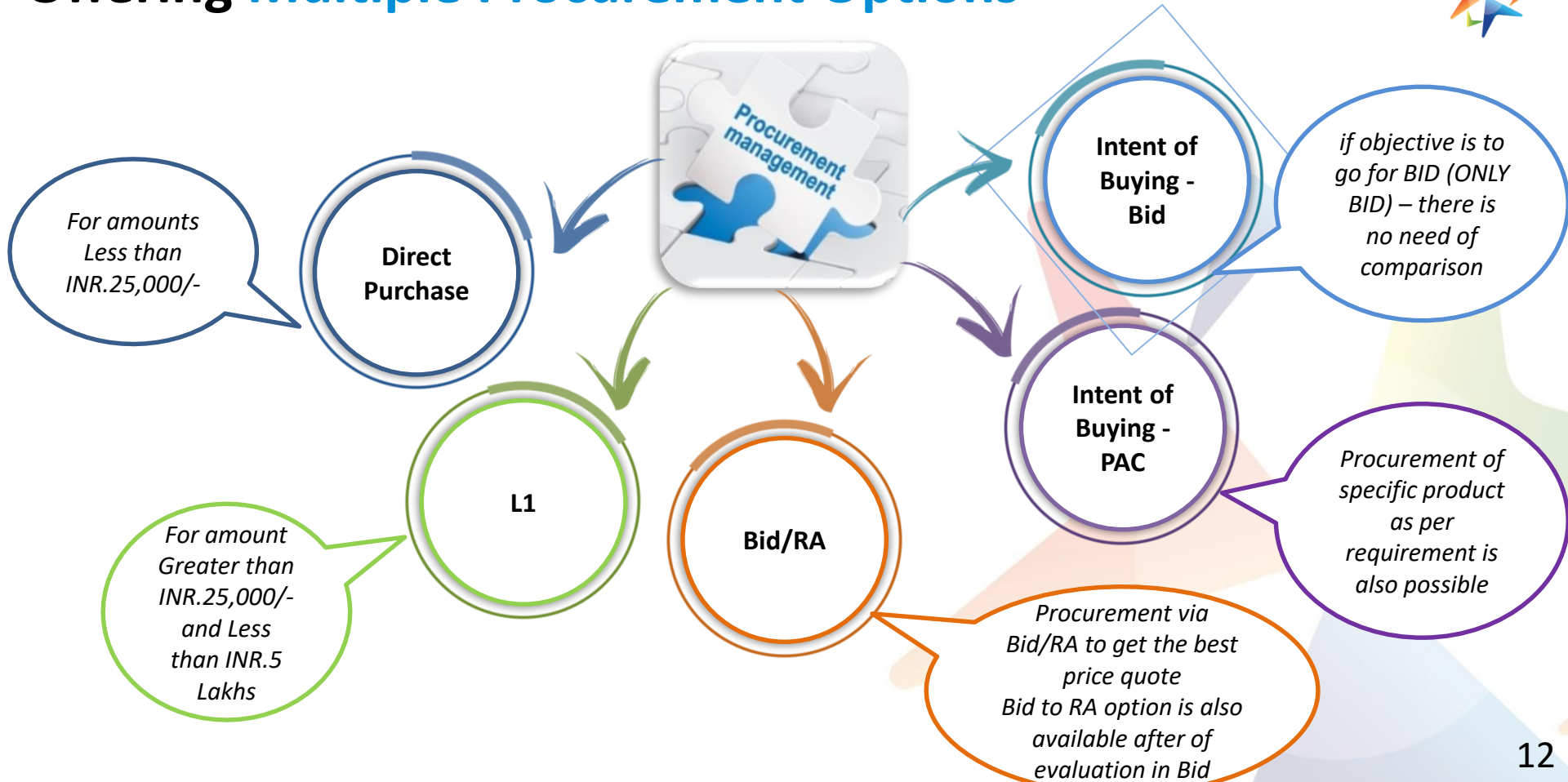


New on GeM – Shows list of new product categories added

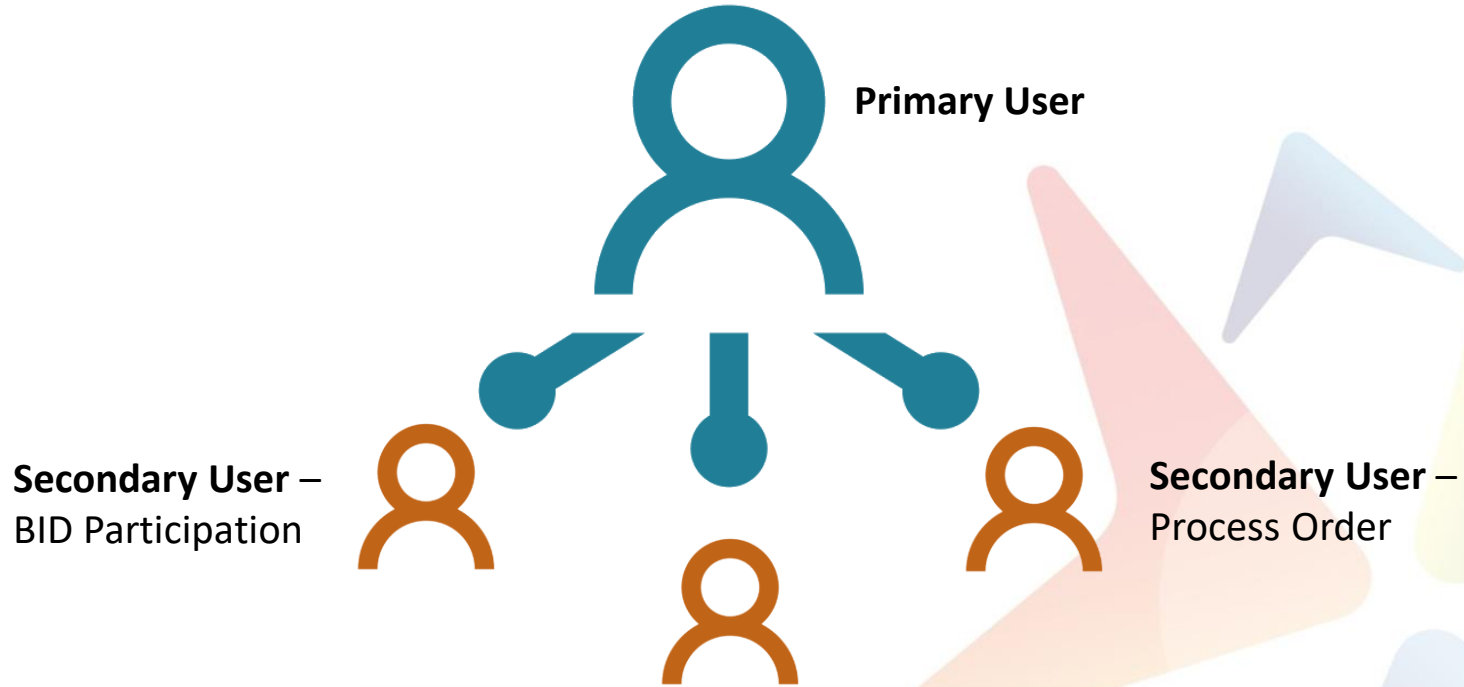
Buyer User Roles based on Segregation of Duties



Offering Multiple Procurement Options



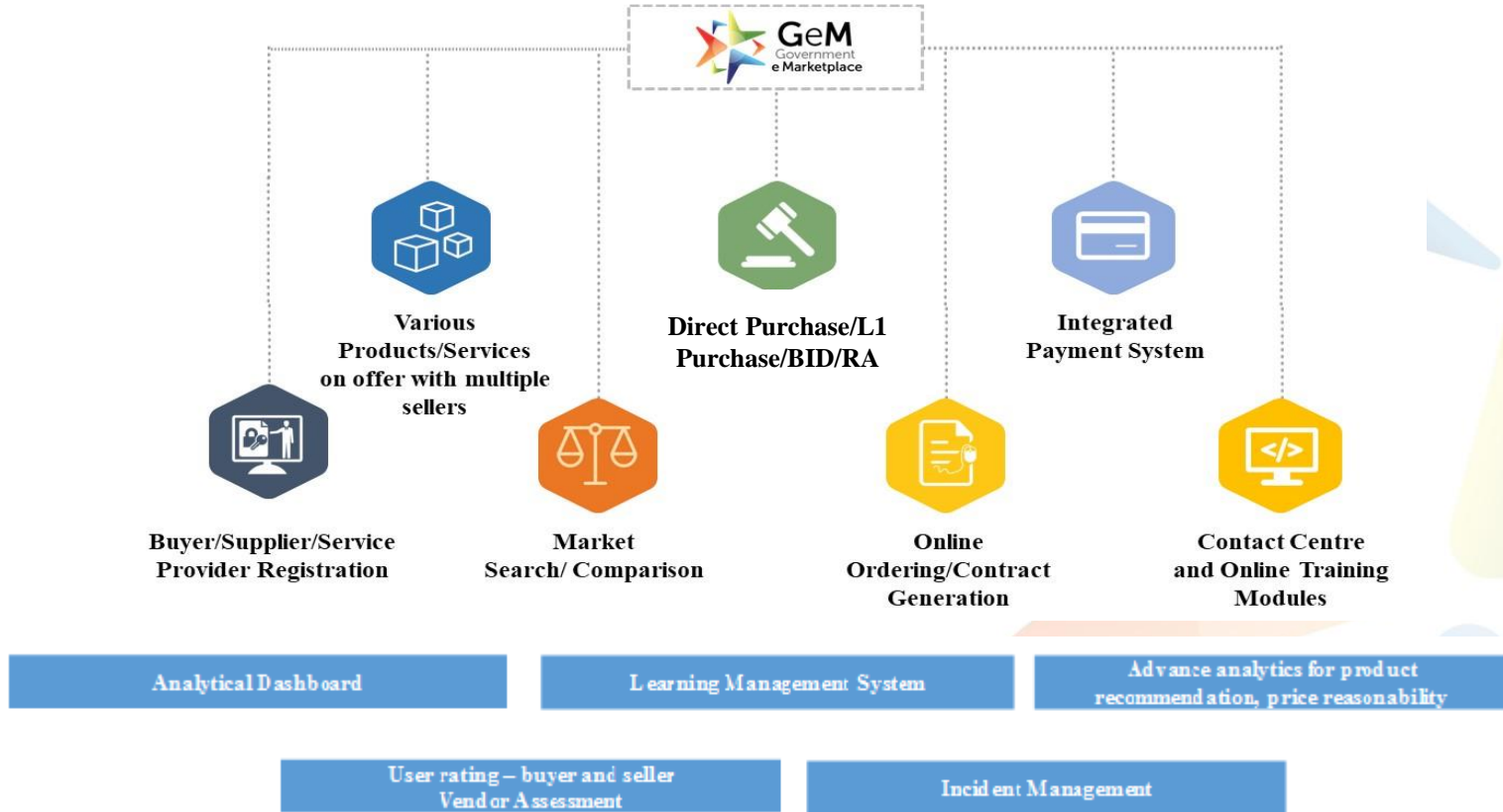
Function Based Flexibility for Seller Users



Role-based Secondary Users – Bid Participation, Product Upload, Process Order, Payment Confirmation

NOTE: All roles can be performed by single secondary seller

Procure with Confidence on GeM



Key Features on GeM

Category Driven Catalogue Management System



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



Quadrant 1:

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

Quadrant 2:

- OEMs shall operate Marketplace subject to providing its complete list of Open market authorized sellers along with formal commitment to list and maintain all appropriate and current Product Catalogue for pairing by its Resellers.

Category Driven Catalogue Management System



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



Quadrant 3:

- Product offers in categories under this group can be from OEMs and/or their Authorized Resellers concurrently.
- In case OEM has not created Product Catalogue, Authorized Resellers of OEMs are also permitted to do the same

Quadrant 4:

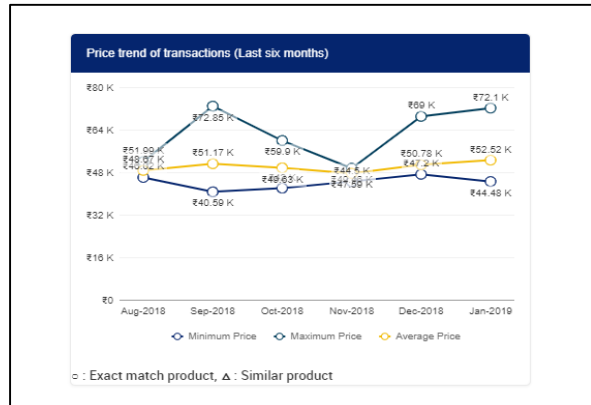
- Product and/or Offers in categories under this group can be from OEMs and/or Resellers.
- In case OEM has created Product Catalogue, then their catalogue will be used exclusively for pairing by all Resellers without any requirement of further endorsement of any kind by the OEM

Price Reasonability



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

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



PRICE OF ITEMS ON OTHER MARKETPLACE

HP Laserjet 1020 Plus Single Function Laser Printer
Laser / Laser / A4 / 14 ppm / 14 ppm / 14 ppm / 1 Year
₹ 10069.00

HP Laserjet 1020 Plus Single Function Laser Printer
Laser / Laser / A4 / 14 ppm / 14 ppm / 14 ppm / 1 Year
₹ 10980.00

HP Laserjet 1020 Plus Single Function Laser Printer
Laser / Laser / A4 / 14 ppm / 14 ppm / 14 ppm / 1 Year
₹ 10980.00

PRODUCT COMPARE

HP LASERJET PRO MFP M132NW, UP TO 22PPM, UP ...
Product Maintenance Service
Seller: Resellers
4.5
Brand: hp
Min. Qty. Per Consigne: 1

LEXMARK CS310DN COLOR PRINTER
Product Maintenance Service
Seller: Resellers
4.5
Brand: Lexmark

INKJET PRINTER
Product Maintenance Service
Seller: Resellers
4.5
Brand: hp

45 ppm A3 Colour Printer | HP LaserJet Enterprise M506x Printer | Samsung iPress SL M2830DW Laser Printer

Start Comparison

Online Mode of Incident Reporting in case of Price Related Insanity

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

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

Report This Product

ORGANISATION DETAILS		TRANSACTION DETAILS	
Number of People/Post	Number of Divisions	Total Number of Orders	Total Value of Orders (Rs.)
53	18	0	0

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.

Details of Incident Management can be accessed at https://assets-bg.gem.gov.in/resources/pdf/Incident_Management_Policy_V12.pdf

Service Sanitation by QCI



Validation of Certification

Details validated by QCI under certification are as follows:

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

(Only in case of Security Services (Private Security Agency Regulation Act) license)

<input checked="" type="checkbox"/> QCI VERIFIED GeM Service Provider SEE DETAIL	Operations And Support, Project/...	Helpdesk Services, Network...	Graduate	B.Tech(CSE/IT), BCA
<input checked="" type="checkbox"/> QCI VERIFIED GeM Service Provider SEE DETAIL	Operations And Support	Software Developer	Graduate	B.Tech(CSE/IT), B.Tech(ECE), BBA, BCA
<input checked="" type="checkbox"/> QCI VERIFIED GeM Service Provider SEE DETAIL	Project/ Programme Implementation	Digitization Operator	Graduate	BBA, BCA

“QCI verified” vendor for a service – Assures that the mandatory compliances, if any, & relevant government project experience(s) declared by a vendor is verified by QCI.

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

Key Enablers

Capacity Building - Multiple Modes of Learning



Classroom



Webinar



Master Trainer



YouTube



LMS

Learning Management System

Gateway to Master the Usage on GeM



LMS FAQ's LMS Login



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

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



GeM Support – Channels to Assist You



Need help?



helpdesk-gem@gov.in



Through the GeM Portal



GeM Office
2nd Floor,
Jeevan Tara Building
Patel Chowk,
New Delhi



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



Monday to Saturday



08:00 AM to 08:00 PM

Important Links

Your Ready Reckoner



General Financial Rules 2017	https://assets-bg.gem.gov.in/resources/pdf/GFR_amemdment.pdf
Terms & Conditions on GeM	https://assets-bg.gem.gov.in/resources/pdf/GTC_on_GeM_3.0_v1.11.pdf
Frequently Asked Questions	https://gem.gov.in/userFaqs
Training on GeM	https://gem.gov.in/training/training_module
Learning Management	https://lms.gem.gov.in/

More details can be accessed under “Resources” on GeM Portal



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