



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

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.

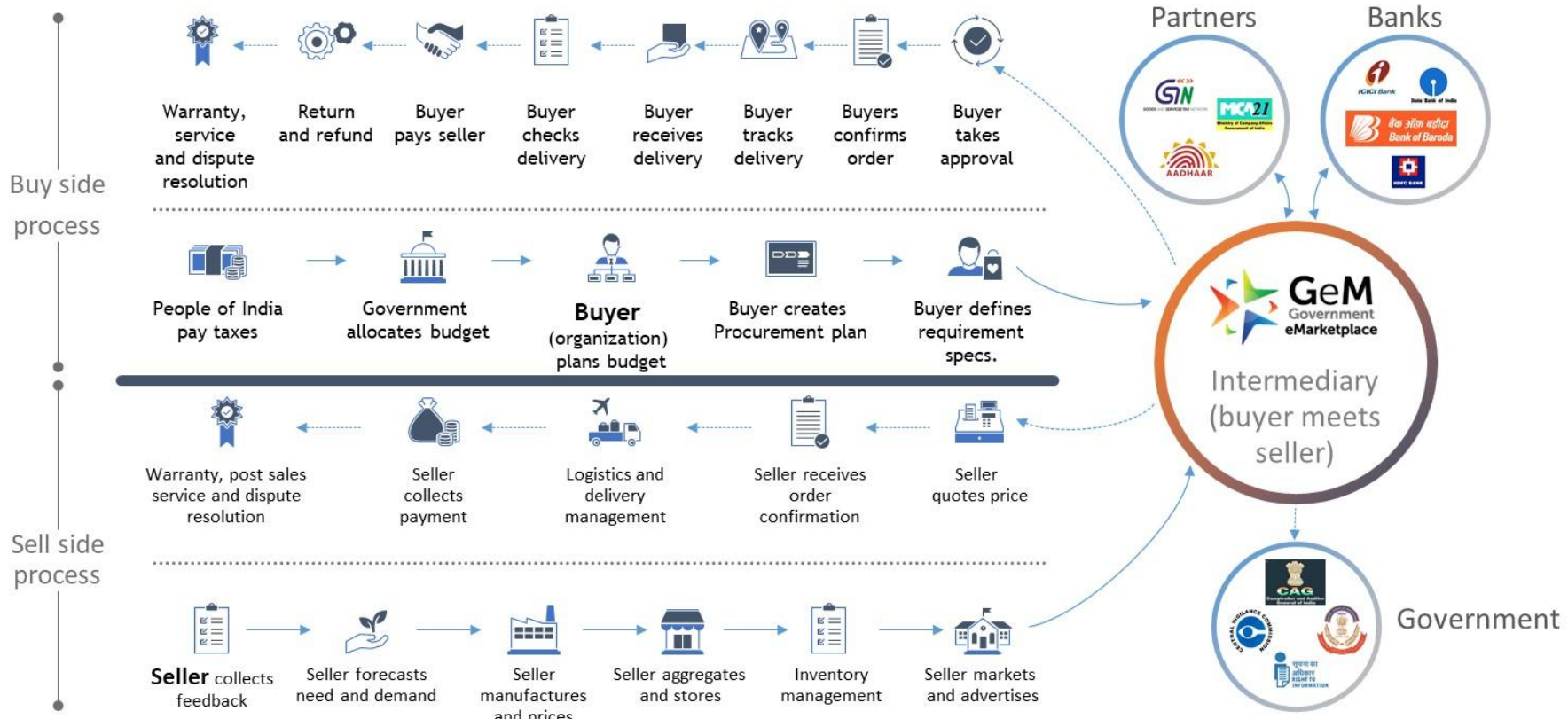


Shri Narendra Modi
Prime Minister of India

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

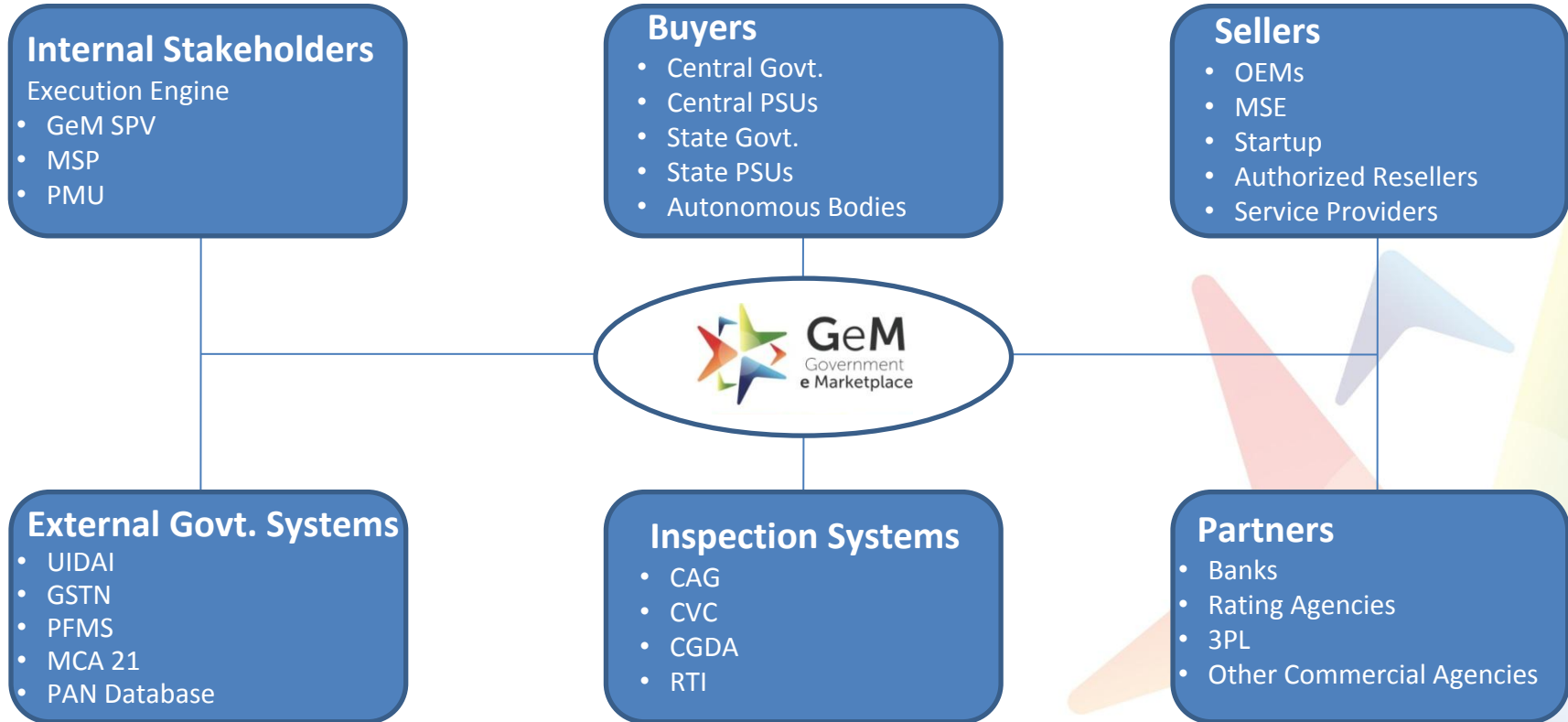


GeM – Integral to Public Procurement Eco-System



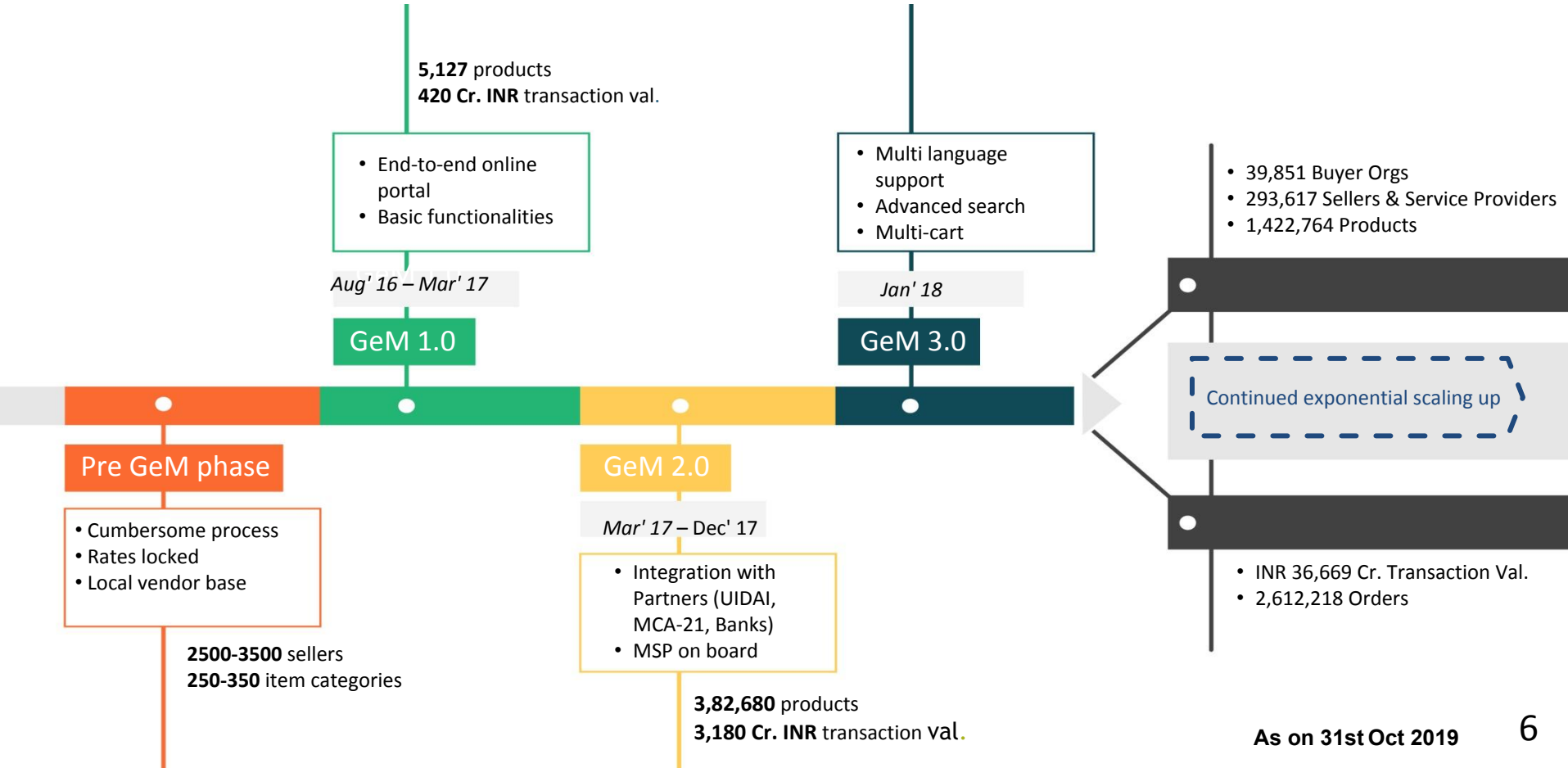


Key Stakeholders of GeM





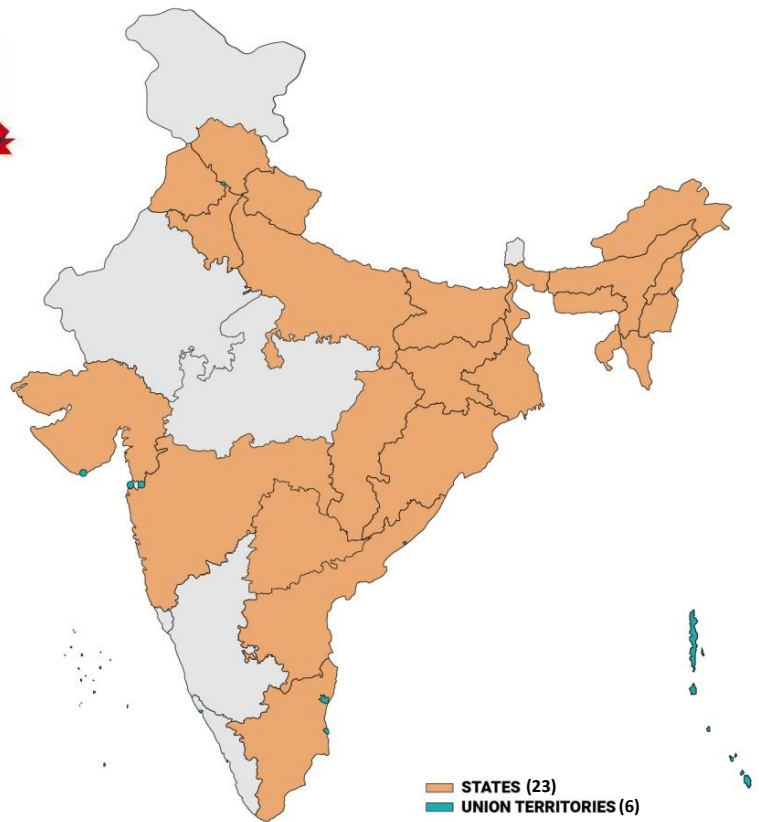
Evolution of GeM



GeM Footprints across India



Partnered with Industry Associations & Other Institutes:



Integrated with:

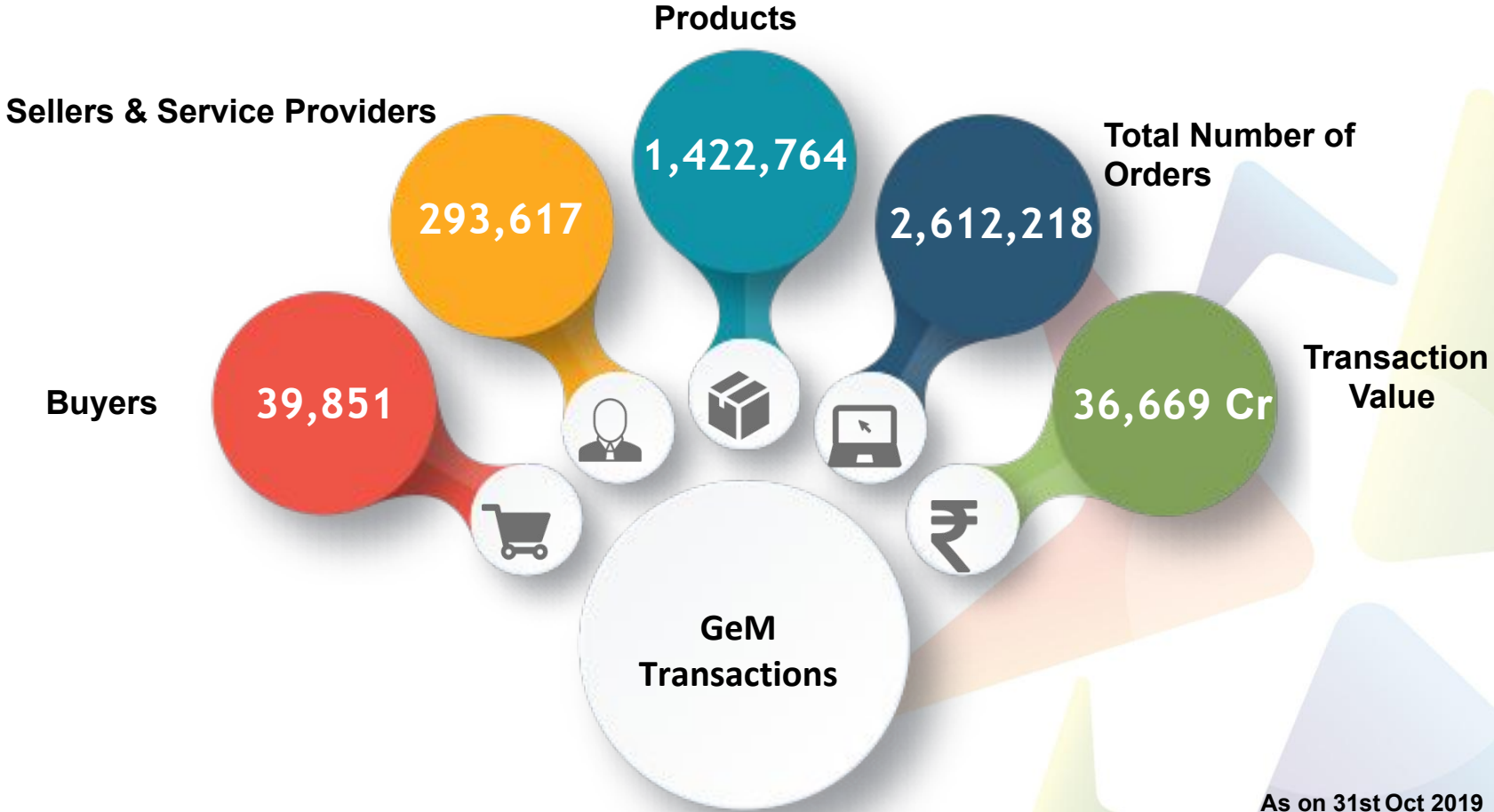


MoU with Financial Institutions/Banks:



29 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

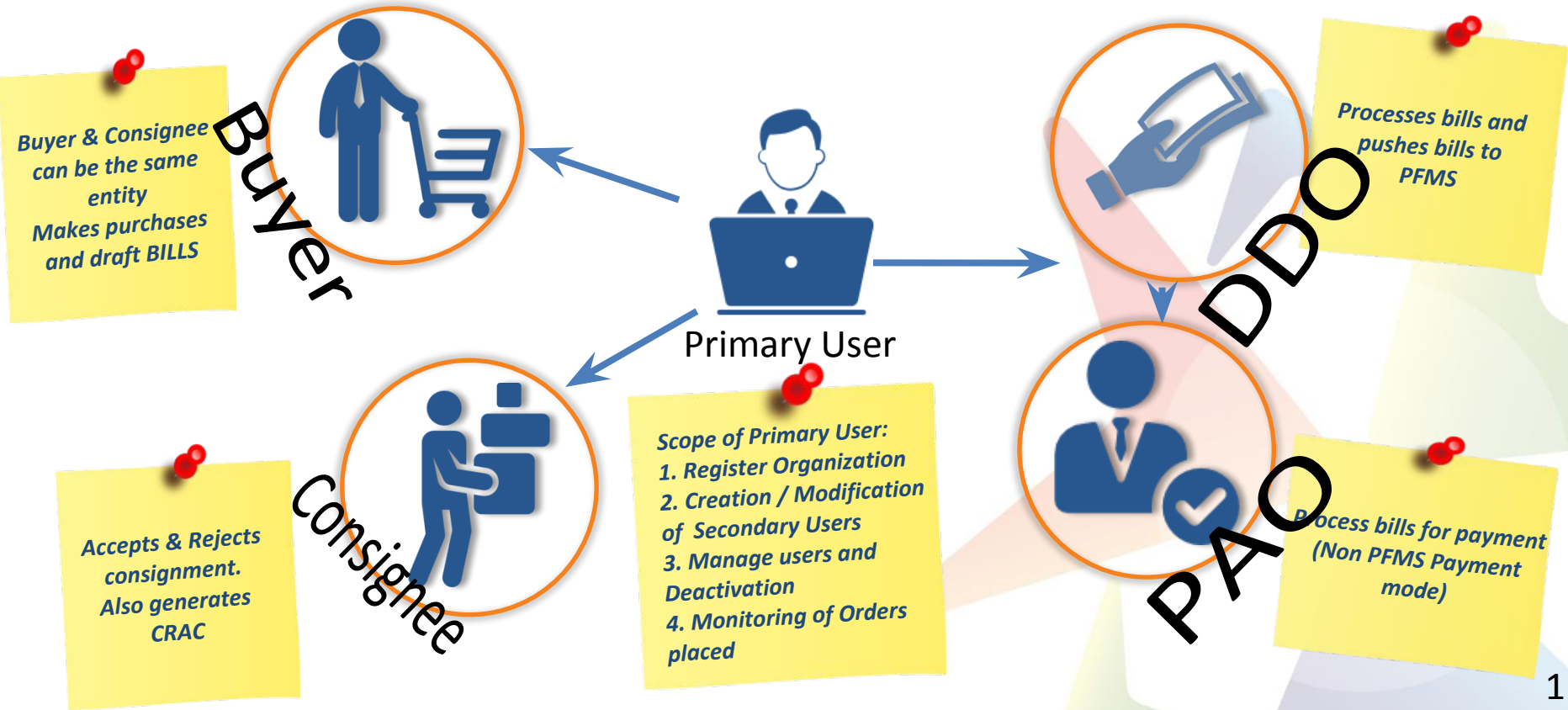


News and Event Section for Regular Updates



New on GeM – Shows list of new product categories added

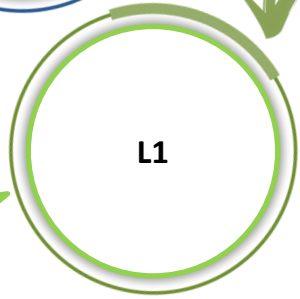
Buyer User Roles based on Segregation of Duties



Offering Multiple Procurement Options



For amounts
Less than
INR.25,000/-



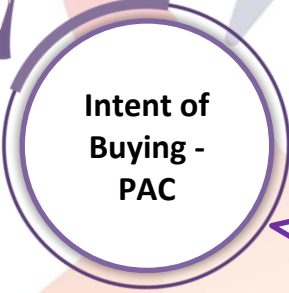
For amount
Greater than
INR.25,000/-
and Less than
INR.5 Lakhs



Procurement via
Bid/RA to get
the best price
quote

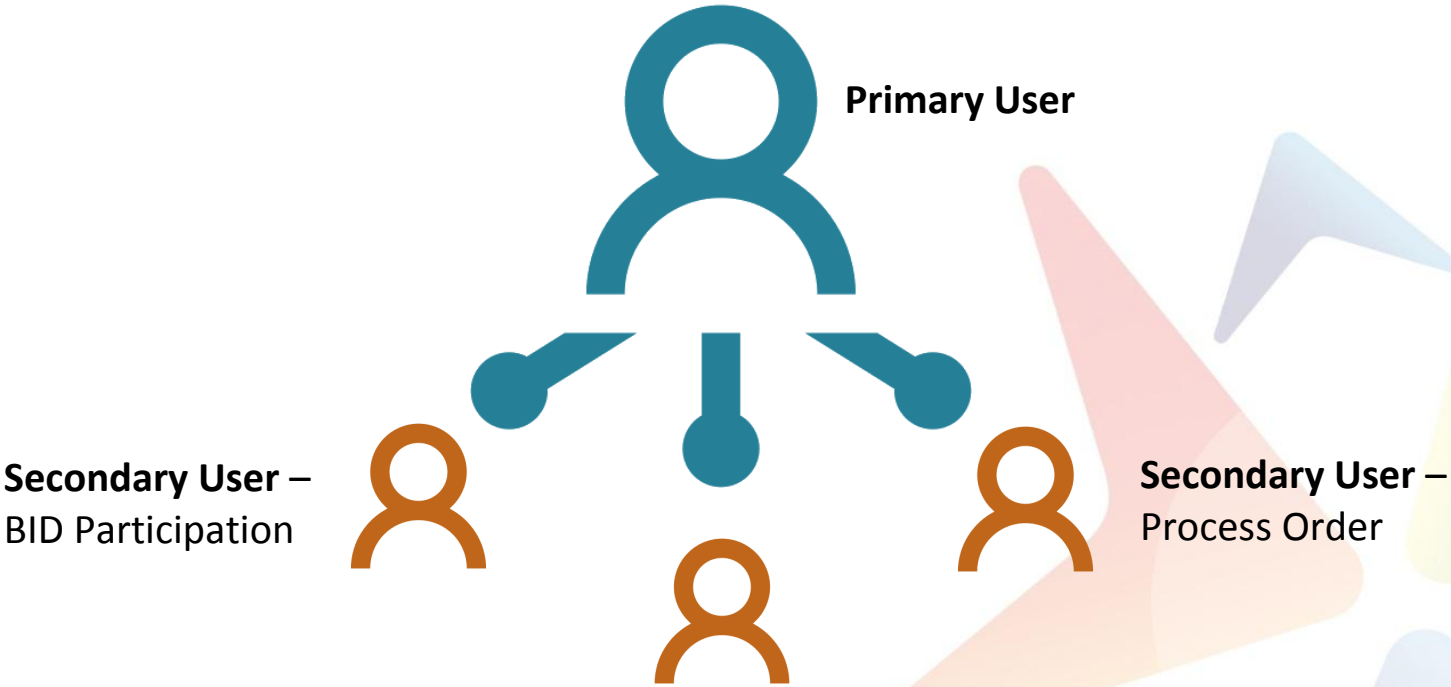


if objective is to
go for BID
(ONLY BID) –
there is no
need of
comparison



Procurement of
specific
product as per
requirement is
also possible

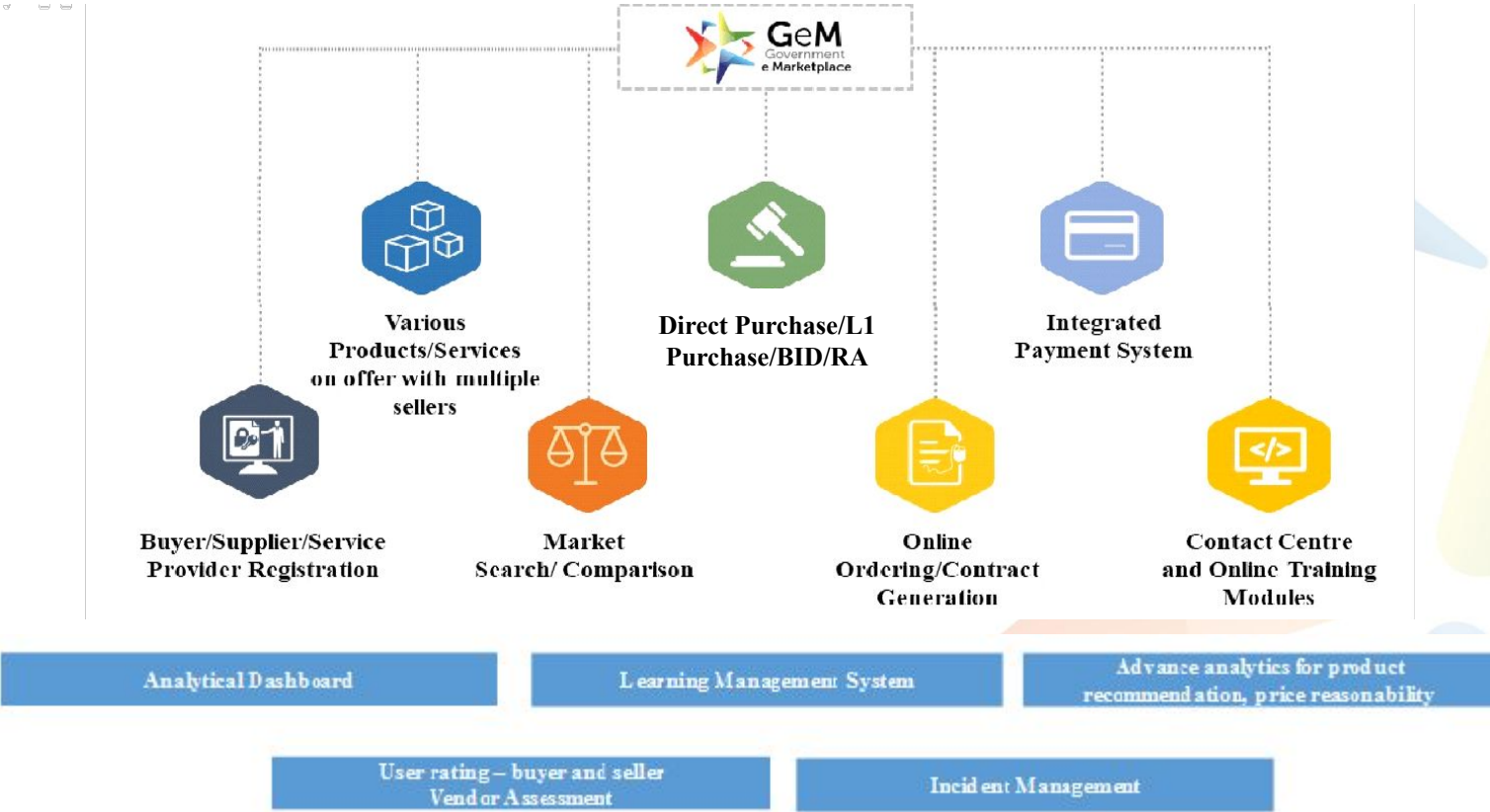
Function Based Flexibility for Seller Users



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:

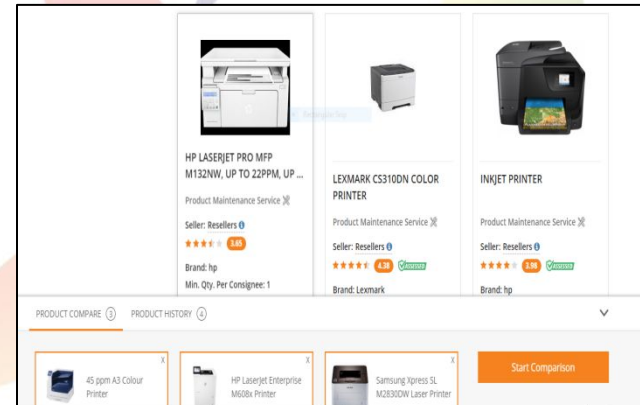
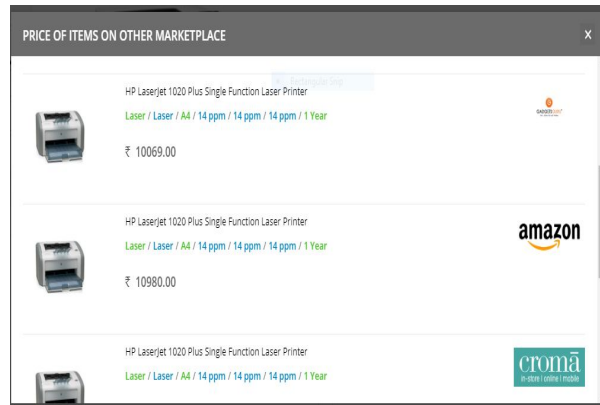
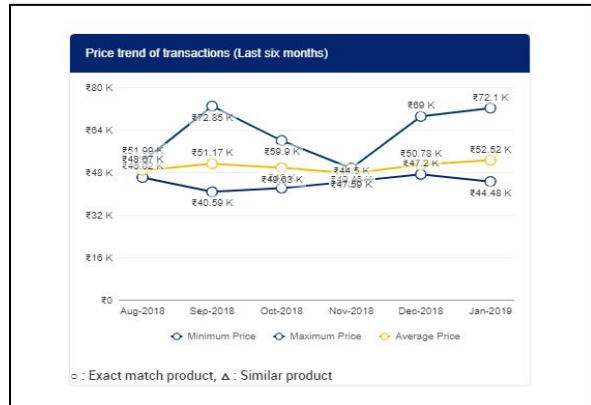
- Product and/or Offers in categories under this group can be from OEMs and/or Resellers.
- In case OEM has created Product Catalogue, then their catalogue will be used exclusively for pairing by all Resellers without any requirement of further endorsement of any kind by the OEM



Price Reasonability Tools

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

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



Online Mode of Incident Reporting in case of Price Related Insanity



Ratings for Sellers

Seller Rating

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

The screenshot displays a product comparison interface. A 'Seller Rating' popup is centered, showing a 5.00 star rating (represented by five orange stars) and the text 'No Incidents History (Last 1 year)'. The popup also lists four categories: Quality, Reliability, Coverage, and Delivery, each with a progress bar. The background shows three product cards, each with a 'Compare' button and a price tag. The first card shows a price of ₹ 48,900.00 with a 32% OFF discount. The second card shows a price of ₹ 90,000.00 with a 10% OFF discount. The third card shows a price of ₹ 65,000.00 with a 20% OFF discount. The seller is identified as 'Resellers' with a 5.00 star rating. The product is a Dell monitor with a minimum quantity of 1 per consignment.

Classification of Buyers



Buyer Flagging

Individual Buyers are classified as Red, Green 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
- ✓ **Green** – remaining

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 (Government e Marketplace) dashboard. At the top, there are navigation links for Dashboard, Market, Bids, and Purchase Requisitions. Below this is a search bar and a 'Shop By Category' dropdown. The main content area features a 'NOTIFICATIONS' section with a plus icon. Underneath, there are links for MY DASHBOARD, PRODUCT ORDERS, SERVICE ORDERS, ALL DEMANDS, BILLS, INCIDENTS, ALL CARTS, and REQUESTS. A prominent notification states: "YOU HAVE BEEN FLAGGED AS A RED BUYER." Below this, a message explains that a Show Cause Notice has been sent against Incident Number 2411 11334 31632, requiring a reply within 10 calendar days. A summary table provides key statistics:

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

Below the summary table, there are three sub-tables: ALL DEMANDS, PRODUCT ORDERS, and SERVICE ORDERS, each with a refresh icon.

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

AMD A6-9500/4GB/1TB/18.5" WIN 10 HOME [active] (Variant)
M2000-0300

₹25,500.00

Price for 1 piece

Availability: 100 in Stock

Item City: New Delhi/Zone: 2

Product ID: 91518271-1907993338

Sold by: TECH MARSHALS Reseller

Report This Product

BUY

Product Lease Service

Product Maintenance Service

Processor Model: AMD
Processor Generation: 7
Number of Cores per Processor: 2
Processor Brand/Manufacturer: A6
Processor Model/Part Number: AMD A6-9500

MY DASHBOARD PRODUCT ORDERS SERVICE ORDERS ALL DEMANDS BILLS INCIDENTS ALL CARTS

Note: Please update your Gelfi registered Email ID if you have applied for [gembuyer.in](#) and already received it. [Update Email](#)

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

RECENT ORDERS

Your Statistics

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




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

STARTUP



ACXXEL DESKTOP ACL 250DS
AC052 23DE 145A

Product Maintenance Service ✕
Product Lease Service

Seller: OEM

★★★★★ 3.56 **ASSESSED**

Brand: acxxel
Min. Qty. Per Consignee: 5

₹-66,440.00

₹ 53,550.00 11% OFF

Compare

Products costing more than ₹ 50,000.00 must be compared. Please Compare Product before adding to cart

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

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

Request Management



Request management is a new feature designed specially for buyer to submit their 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

The screenshot displays the GeM portal's Request Management interface. At the top, there is a navigation bar with 'Dashboard', 'Market', 'Bids', 'Purchase Requisitions', and a user profile 'Akhil Jindal'. Below this is a search bar with 'Shop By Category' and 'All Categories' dropdowns, and a 'Shopping Cart' icon. The main content area features a 'NOTIFICATIONS' section with a plus sign. Below that is a navigation menu with 'MY DASHBOARD', 'PRODUCT ORDERS', 'SERVICE ORDERS', 'ALL DEMANDS', 'BILLS', 'INCIDENTS', 'ALL CARTS', and 'REQUESTS'. A summary dashboard shows four key metrics: 'Number of People/Posts' (54), 'Number of Divisions' (18), 'Total Number of Orders' (0), and 'Total Value of Orders (Rs.)' (0). Below the summary are three tables: 'ALL DEMANDS', 'PRODUCT ORDERS', and 'SERVICE ORDERS'. The 'ALL DEMANDS' table shows 'In Checkout' (49), 'Declined' (1), and 'Total Demands' (50). The 'PRODUCT ORDERS' table shows 'Direct Purchase' (0), 'Bid' (0), and 'RA' (0). The 'SERVICE ORDERS' table shows 'Direct Purchase' (0), 'Bid' (0), and 'RA' (0). There are also 'SHIPMENTS' and 'BILLS' sections. A modal window titled 'Requests' is open, showing a 'Request Management' form with fields for 'Request Type*' (with a dropdown menu), 'Additional Terms AND Conditions', 'Request Type' (with a list of options: 'Additional Terms AND Conditions', 'CHANGE IN specifications of existing item (Products/Services)', 'NEW Category creation', 'Annual Procurement Plan'), and 'Clause Text*'. The bottom of the modal shows 'SHIPMENTS' and 'BILLS' sections with their respective counts.

Number of People/Posts	Number of Divisions	Total Number of Orders	Total Value of Orders (Rs.)
54	18	0	0

ALL DEMANDS	PRODUCT ORDERS	SERVICE ORDERS
In Checkout: 49	Direct Purchase: 0	Direct Purchase: 0
Declined: 1	Bid: 0	Bid: 0
Total Demands: 50	RA: 0	RA: 0

SHIPMENTS	BILLS
Pending PRC: 0	Pending Approval: 0
Pending CRAC: 0	Payment Not Initiated: 0
Bills Not Created: 0	Payment Initiated: 0

Purchase Requisition for L1



Purchase Requisition will be a new process introduced for Buyers to buy directly through GeM market place by getting an opportunity to get a better price than offered by sellers/service providers directly in the Market.

Below are the salient features of the process:

1. For procurement between Rs. 25,000 to Rs. 5,00,000.
2. Golden Parameter for Product/Service Added in Cart act as allowed values
3. Seller / Service providers are notified and get 48 hrs to offer better price
4. Prices will be locked for 10 days for buyer to create order with L1

A screenshot of the GeM (Government e Marketplace) web application interface. The page displays a list of purchase requisitions. The top navigation bar includes 'Dashboard', 'Market', 'Bids', 'Purchase Requisitions', and a user profile 'Mansi Jawa'. A search bar is present with the text 'Filter By'. The main content area shows three requisition cards. Each card displays the 'Purchase Requisition Number', 'Item(s)', 'Consignees / Delivery Location(s)', 'Contract Period', 'Create Date', 'End Date', and 'Purchase Requisition Status'. A 'View Offers' button is visible on each card.

Purchase Requisition Number	Item(s)	Consignees / Delivery Location(s)	Contract Period	Create Date	End Date	Purchase Requisition Status
GEM/2019/PR/43	Security Manpower Service Item Specification(s)		178 days	05-08-2019 05:47PM	06-08-2019 11:36AM	Order Created
GEM/2019/PR/577817	Cricket Ball Item Specification(s)			02-07-2019 10:02AM	02-07-2019 11:40AM	Order Created
GEM/2019/PR/407396	Security Manpower Service Item Specification(s)		170 days	13-06-2019 11:45AM	15-06-2019 11:45AM	



GPA- GeM Pool Account

GeM Pool Account is a special purpose bank account (non operative Savings/current Account) opened, operated and controlled exclusively by each NPAA (Non-Public Financial Management System (PFMS) Agencies/Entities) for the purpose of crediting 100% projected value of the contracts/supply orders in to the account and for subsequently making timely payments to the suppliers on successful supply and acceptance of goods & services ordered on GeM against supply orders placed by the NPAA on GeM.



The GeM Pool account has 2 Models –

Challan Model

Non Challan Model

- Funds are transferred in The GeM Pool account after the demand/intent has been finalized
- A Challan is generated on GeM using which the Buyer funds the required amount in GeM Pool account.
- A Floating amount based on Procurement forecast is maintained by Buyer in Pool account
- No challan is generated as pool account is already funded.

Key Enablers

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

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,
(Near Patel Chowk Metro)
New Delhi-110 001



Ask GeMmy

24 x 7 Assistant



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_v1.10.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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