150 YEARS OF CELEBRATING THE MAHATMA

No. IFA/181/GeM Circular

Date: 02.12.2020

To

    All PCsDA/Pr. IFAs/PCA(Fys)/CsDA/IFAs/CsFA(Fys)
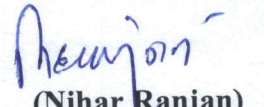   **(Through CGDA Website and SIFA)**

Subject: Procurement of Goods / Services through Government e-Marketplace (GeM) and outside GeM.

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    Copy of DO letter of Shri Tallen Kumar, IAS, CEO, GeM No. 191/CEO-GeM/2020 dated 15.10.2020 and 225/CEO-GeM/2020 dated 18.11.2020 addressed to All Secretaries to Govt. of India, on the above subject, are forwarded herewith for your information, guidance and strict compliance please.

2.   This issues with the approval of Addl. CGDA(Fin).

Encl. : As above

(Nihar Ranjan)

AO (Fin)

Copy to:

IT&S Wing (local)

With a request to upload the same on CGDA website.

(Nihar Ranjan)

AO (Fin)

GeM
Government
e Marketplace

Efficient • Transparent • Inclusive

तल्लीन कुमार, भा.प्र.से.
मुख्य कार्यकारी अधिकारी
TALLEEN KUMAR, IAS
Chief Executive Officer

सत्यमेव जयते

DO No. 225/CEO-GeM/2020   18th November, 2020.

Dear Sir/Madam,

     As you may be aware, the Government e-Marketplace (GeM) has been established by the Government of India as the National Public Procurement Portal.

2.   In order to meet the aspirations of all the buyers and sellers and the other stakeholders, GeM is continuously working towards improvements and enhancements in existing features and functionalities and deployment of new features and functionalities that can address diverse procurement needs while ensuring the basic principles of transparency and efficiency in public procurement. A list of major features and functionalities introduced during the recent months in GeM have already been shared with you vide DO No. 214/CEO-GeM/2020 dated 10/11/2020.

3.   GeM now has 10,301 product categories compared to 4,701 a year ago (an increase of 119%) and 173 service categories compared to 119 a year ago (an increase of 45%). The cumulative total transaction value on GeM now is INR 71,900 crore compared to 38,205 crore a year ago (an increase of 88% YoY). Similarly the number of sellers is 7,42,941 compared to 2,99,370 a year ago (increase of 148%), the number of MSME sellers is 2,42,460 compared to 59,751 a year ago (increase of 306%), the number of startups is 7,450 compared to 3,530 a year ago (increase of 111%) and the number of primary buyers is 48,035 compared to 40,315 a year ago (increase of 19%).

4.   Apart from the introduction of several new features and functionalities, GeM is continuously striving to improve the journeys of buyers and sellers on the platform. I am happy to share with you that a total of 1400+ software processes have been completed on the platform between August 2019 till October 2020 out of which 270 are major enhancements and improvements. Another set of 325+ process enhancements consisting of 60 major ones are planned in November-December, 2020. This should result in significant ease of procurement and enhanced transparency in procurement of goods and services on GeM. Revamping and redesigning existing services and creating new services is part of this exercise.

5.   Based on the feedback received from various buyers and service providers, the following common use existing services have been revamped in recent months and are live on the platform:

5.1   Cab and Taxi hiring service: Monthly and Short Term.

5.2   Canteen Service: Employee Welfare Model, Leave and License Model, best prices on fixed Menu Rate Model.

5.3   Catering Service: Duration based and event based.

5.4   Goods and Transport Service: Trip-wise, Per MT Per Trip, Monthly basis, KM basis, Per MT Per KM basis, with or without packaging service.

5.5.   Laundry Service: Laundry–Health Care, Laundry–Commercial/ Industrial, Laundry–Upholstery.

5.6   Human Resource Outsourcing Service: Minimum wage based, fixed remuneration based.

5.7   Printing Service: Paper based, non-Paper based, Promotional/Merchandise/ Office Gifting based.

5.8   Pest and Animal Control: 19 types of services including Bedbug Control, Termite, Insects, Rodents, Cockroaches, Birds, Monkeys, etc.

5.9   Cleaning, Sanitation and Dis-infection Service: Manpower based and Outcome based. 11 types of services including General cleaning, Deep Cleaning, Steam Cleaning, Septic Tank Cleaning, Polishing, Sterilizing, Nano Tech/Laser Cleaning, Disinfection, etc.

5.10   Security Manpower: With additional filters for eligibility/qualification

6.   In addition to the above, the following new services have been created in recent months and are live on the platform:

6.1   Ambulance Service: Monthly and Short Term.

6.2   Facility Management Service: Outcome based and Manpower based.

6.3   Horticulture Service: Outcome based and Manpower based.

6.4   Hiring of Agency for Design, Development, Implementation and Maintenance of Websites, Web Portals, Web Enabled Applications and Mobile Apps.

6.5   Air International Logistic Service.

6.6.   Sea International Logistic Service.

6.7   Custom Clearance Service.

6.8   Hiring of Consultants: Technology, Management, Functional and Subject matter experts.

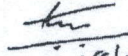6.9   Hiring of Resources for Application Development and Maintenance.

6.10 Hiring of Cloud and Data Centre Specialist

6.11 Procurement of SAP Certified ERP Application Compute/ HANA DB Compute.

6.12 Cloud based Video Conferencing Service.

6.13 Managed Services for Cloud System.

7. Some of the new functionalities/ features introduced in the revamped/ newly created services, which are likely to enhance the ease of procurement and quality of services, are as follows:

7.1 Eligibility and technical criteria made more comprehensive and exhaustive.

7.2 Provision for buyers to upload Scope of Work.

7.3 Provision for buyers to upload additional Service Level Agreement (SLA) conditions, which are not repugnant to the Terms and Conditions of GeM.

7.4 Option for buyers to indicate any role under Custom Variant, if it is not available in standard list of HR Outsourcing Services.

7.5 Add-on parameters linked to core parameters (ease of selection for buyers).

7.6 Search functionality enabled to select particular option in the list of parameters.

7.7 Buyer can create a bunched bid for various resources and also indicate duration of usage of each resource within the contract period.

7.8 Introduction of "Bid only Service" format wherein Service Providers need to provide the rates only against a bid and not in the market.

7.9 Tool tips have been provided against various parameters for better appreciation of buyers and service providers.

7.10 Facility for the buyers to create custom package in addition to standard packages available in the market for cab and taxi hiring service.

7.11 HR Outsourcing: Buyer to provide break-up of basic pay, PF, ELDI, Bonus and other non-mandatory compliances. Details of components of remuneration will reflect in the bid as well as in the contract.

8. Since the creation of a new service may be a time-consuming process and buyers cannot wait endlessly, a new service template called **Custom Bid for Services** has been created. This template is visible in the list of services in Service Category on GeM Website. A similar functionality of **Custom Bid has been introduced for products. With the introduction of the functionality of Custom Bid for Products and Services, a buyer can procure any product or service, which may not be currently available on**

GeM and consequently, there may not be any need for any organization to step outside GeM for procuring a product or a service under ordinary circumstances. The service template allows the buyer to upload description of service, scope of work, SLA, payment terms, etc. for procurement of a Custom Service. The buyer can procure the service either by adopting the Least Cost Selection (LCS) method or the Quality cum Cost Based Selection (QCBS) method.

9.   Although 173 services are currently available on GeM, the procurement of services by Central Government Organisations is far below the potential. It is, therefore, requested that all Departments/ CPSEs/ other buyer organisations under your Ministry/ Department may kindly be made aware of the availability of these revamped and new services to enable them to derive the full potential of GeM and share their feedback so that further improvements and enhancements of these processes can be taken up according to requirements. It is further requested to issue necessary instructions to all CPSEs and Departments/ Organisations under your Ministry to procure all products and services through GeM.

With regards,

Yours sincerely.

18|11|2020
(Talleen Kumar)

To All Secretaries to Government of India.

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भारत सरकार

वाणिज्य एवं उद्योग मंत्रालय

गवर्नमेंट ई-मार्केटप्लेस

द्वितीय तल, "जीवन तारा बिल्डिंग,

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तल्लीन कुमार, भा.प्र.से.

मुख्य कार्यकारी अधिकारी

TALLEEN KUMAR, IAS

Chief Executive Officer

15th October, 2020.

DO No. 191/CEO-GeM/2020

Sub: Introduction of two pay functionalities in GeM (as part of 300+ other major functionalities) for faster, easier & transparent procurement of goods & services : (a) Adding specifications to a category at the time of bidding and (b) Creating custom bids on GeM even when categories of products and services may not be available on GeM.

Dear Sir / Madam,

As you are aware, Government e Marketplace (GeM) offers both products and services as part of its offerings to its registered buyers. GeM facilitates Category based procurement of a wide spectrum of products and services for informed procurement decisions by buyers.

2. It has been reported that at times, buyers need to create bids for items requiring additional specifications which may not be part of the specifications available in the categories created on GeM. GeM has gone live with a functionality to enable a buyer to add a few more parameters to cover his requirements at the time of creating a bid and not be constrained by the specifications already available on GeM. Buyers can now select closely matching products from the Marketplace and then use the option of adding up to five more specification parameters. This option would give buyers the freedom and flexibility to use the normal bidding process and get better and structured / validated response from sellers already registered in a category.

3. Further, at times, buyers may need to create bids for categories which may not be available on GeM and the creation of a new category in GeM may take time due to the due diligence and processes involved in defining a category.

4. In order to facilitate procurement of goods and services for which predefined categories are not yet available on GeM, it has been decided to enable "Custom Item" based bidding on GeM. The functionality of "custom bids", on an experimental basis, has been opened up initially for Defence, CPSE and Railways buyers only for bid values above Rs 50 lakhs. Based on feedback and usage, the same may be considered for opening up for other buyers in due course.

5. This functionality will allow buyers to specify custom catalogue definition by providing parameter names and required values in the form of an Excel/ PDF upload after generating GeM Availability Report confirming non-availability of regular category for the same on GeM. Once the GeM Availability Report is generated, the buyer will be provided an

22-10-2020,

option to create a custom item for every item marked as not available in the GeM Availability Report. Buyers will have the option to define the following aspects of the Custom Item while creating the same in GeM:

a.   Name : Name of the Custom item
b.   Short Description of Max 500 characters.
c.   Upload excel with parameter name and required value(s)
d.   Buyer may also upload any custom drawings required for the Bid.
e.   Reference unit price for the custom item.
f.   Names of similar categories / UNSPSC codes / HSN codes and / or Tags / Keywords for product – for helping search of the bid by the Prospective Bidders and for notifying relevant sellers to participate in bid.
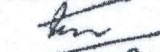g.   Representative Image(s) of the product.

6.   A buyer can create any number of "Custom Item" catalogues in his profile based on non-availability as per GeM Availability Reports and use them for creating bids on GeM. A bunch bid can also be floated with one or more custom items so created by a buyer and also with bunching of existing regular category products on GeM with custom items.

7.   With the introduction of the above new features, GeM has taken a step closer towards establishing a **Unified Procurement System**. The enhanced version of GeM, viz. GeM 4.0, that is being rolled out will be anchored in the Unified Procurement System. Now the buyers of Defence, CPSEs and Railways may not need to float any tender outside GeM for goods and services since irrespective of availability of categories in GeM, they would now be able to create Custom Item Bids as per their own specifications and drawings. All bids which were hitherto being floated on CPPP or any other e-procurement portal for procurement of goods and services can now be created on GeM directly. This is in accordance with para 48 of the budget speech for FY 2020-21 which states, inter alia, "Government e-Marketplace (GeM) is moving ahead for creating a Unified Procurement System in the country ....". The Unified Procurement System will provide a single user flow for government buyers, consolidating all government procurement onto a single platform leading to economies of scale, better price discovery and sharing of best practices. All buyers of Central Government organisations will be required to obtain a "GeM Availability Report and Past Transaction Summary" in accordance with the OM dated 23/1/2020 of Department of Expenditure to take informed procurement decisions. GeM will prompt buyers to publish a bid on GeM itself if the products or services that a buyer is looking for are not on the platform. If a buyer decides to publish the bid outside GeM on the Central Public Procurement Portal (CPPP) for example, the corresponding ID of GeM Availability Report will be required as a mandatory input before publishing of a bid can be allowed on platforms other than GeM. This ID will be validated in real time with GeM. After validation, a copy of the published tender will be returned to GeM for analysis. The integration of GeM with CPPP is live.

8.   I would, therefore, request you kindly to issue suitable directions to the CPSEs & organisations under your Department / Ministry to utilize the above new functionalities to the maximum extent possible for procurement of goods & services from GeM.

With regards,

Yours sincerely,

15/10/2020

(Talleen Kumar)