GEM 4.0: MOVING TOWARDS
A UNIFIED PUBLIC PROCUREMENT SYSTEM
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WHAT IS GOVERNMENT E MARKETPLACE?

**Government e-Marketplace (GeM)** is the National Public Procurement Portal for providing procurement of goods and services for Central and State Government Organisations. It is an online, end-to-end Marketplace for open, efficient & transparent procurement of goods and services. The platform was launched on 9th August, 2016 and has transformed legacy procurement systems through a disruptive marketplace model and the use of technology, analytics and digitisation of processes. GeM has enabled inclusiveness and reduced the cost of doing business with the Government.
FAST AND EASY PROCUREMENT

- Offers rich listing of products and services across a number of categories for easy browsing and appreciation of the marketplace.
- Makes available search, compare, select and buy facility.
- No tenders required for purchase up to INR 5 lakhs.
- Quicker procurement cycle and automated processes for enforcement of compliance and effective transmission of policy intent.
- Provides transparency, price match and order splitting.
- Ensures continuous, transparent and robust vendor rating system.
- Up-to-date user-friendly dashboard for buying, monitoring supplies and payments.
- Provision of easy return policy.
SIMPLE AND SECURE SELLING

Direct access to all Government departments

Reduced cost of doing business

No barrier to entry and no fees for registration, brand approval and product uploads

Unique platform for bids/reverse auction for procurement of products/services

Dynamic pricing: Price can be changed based on market conditions

Seller friendly dashboard for monitoring supplies and payments

Faster and easier payment gateways for quick payment
MAJOR MILESTONES AND ACHIEVEMENTS

IMPROVED PROCESSES:

- Better price discovery and increased competition during the Bidding Process by mandating minimum 3 sellers, including 2 OEMs
- Increased transparency by making reasons for rejection visible to all Sellers
- Enhanced Vendor Assessment Policy for OEMs to undergo mandatory validation
- Ease of catalog upload by suggesting categories for Sellers to upload their products
- Fast and focused category creation by analysis of tenders floated on eProcurement portals
- Extended Offer Validity, Bid Lifecycle and Delivery Period for flexibility in procurement lifecycle
- Integration with Banks/ TReDS/ ERP Systems to facilitate timely payments and bill discounting
- Enabling wider seller participation and diversifications of Sellers’ businesses through advanced bid search module
- Enhancements in RA module for Auto-Refresh, Reverse Clock and Prepopulating last submitted prices for a speedy, accurate participation and closure
- Enabling sellers to choose serviceability locations and regions to ensure lower rejection rates
User Statistics

- Primary Buyers: 44,829
- Secondary Buyers: 135,116
- Sellers/Service Providers: 1,266,824
- MSMEs: 37,752
- Startups: 1,964

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
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<tr>
<td>Primary Buyers</td>
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</tbody>
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Status as on 11.05.2019 vs Status as on 11.05.2020

Fast Category Creation

- Total Categories Created: 3,221
- 2016 to 2019: 2,908
- 2019 to 2020: 323

Cumulative Order Value

- Value as on 11/05/19: 2,175.80
- Value as on 11/05/20: 5,197.60

Cumulative Order Volume

- Volume as on 11/05/19: 84,120
- Volume as on 11/05/20: 17,898

Cumulative Transaction Value

- Total Categories Created: 3,221
- Status as on 11.05.2019: 30,031
- Status as on 11.05.2020: 52,767

Tender Analysis from 2019 Onwards

A Total of 69,069 tenders have been analysed from 11/05/2019 till date

Market Statistics

- Products: 9,34,818
- Service Categories: 75
- Product Categories: 3,227

Status as on 11.05.2019 vs Status as on 11.05.2020

Cumulative User Statistics

- 4,00,000
- 3,50,000
- 3,00,000
- 2,50,000
- 2,00,000
- 1,50,000
- 1,00,000
- 50,000
- 0

MSMEs

- Sellers/Service Providers: 1,15,116
- Secondary Buyers: 1,26,824
- Primary Buyers: 1,954

Secondary Buyers

- Startups: 5,243

Primary Buyers

- Total Categories Created: 3,71,048
- 2016 to 2019: 35,467
- 2019 to 2020: 33,581

Tenders Analysis from 2019 Onwards

A Total of 69,069 tenders have been analysed from 11/05/2019 till date

Cumulative Transaction Value

- Total Categories Created: 69,069
- Status as on 11.05.2019: 30,031
- Status as on 11.05.2020: 52,767
INTRODUCING A UNIFIED PROCUREMENT SYSTEM

Unified Public Procurement System for the country would 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.

The following are the steps and processes in place to transition from eProcurement portals to a UPS on GeM:

- Central Government buyers obtain a “GeM Availability Report and Past Transaction Summary” to take informed procurement decisions.
- GeM prompts buyers to publish a bid on GeM itself if the products or services that a buyer is looking for is not on the platform.
- The ID of GeM Availability Report is required to publish a bid on eProcurement platforms other than GeM (validated in real time).
- After validation, a copy of the published tender will be returned to GeM for analysis.

This would thus ensure that the functionality of eProcurement portals are brought on to GeM to provide a uniform experience for all buyers.
TECHNOLOGY ROADMAP:

Advanced Analytics, Artificial Intelligence, Machine Learning and deep learning to improve user experiences and journeys on the portal

NLP based Search Engine for effective and efficient search

Hyper Ledger for smart contracts and bulk procurement of pharmaceuticals for efficiency, traceability and distributed trust

Crowd Sourcing of Sellers for fast-tracking category creation

Lightweight Directory Access Protocol (LDAP) integration with NIC to authenticate government buyers

Seller Invitation Module to invite sellers to GeM
ALL-INCLUSIVE AND COMPREHENSIVE

GeM aims to uplift marginalized and underprivileged sections of society and be part of their growth story. GeM encourages MSMEs through special filters on the portal for direct sales to Government organizations and is committed to efficient transmission of policy intent under the Public Procurement Order. This ensures MII sellers get the benefit of the PPP-MII order along with the benefit of the public procurement policy for MSEs.

The following steps have been taken to onboard MSMEs, Self Help Groups (SHGs), weavers, artisans including those registered in Hunar Haat, Craftsmen and TRIFED onto GeM.

- Onboarding and integrating 92 lakh MSMEs registered in the Udyog Aadhaar database on the platform in consultation with the Ministry of MSME
- Onboarding nearly 21 lakh weavers and 18 lakh craftsmen with the help of the Office of Development Commissioners, Handicrafts and Handlooms in consultation with the Ministry of Textiles
- 1,000 SHGs have been registered and 500+ products have been uploaded in 5 exclusive SARAS product categories through an integrated system with the Ministry of Rural Development
- Creation of special TRIFED categories (registered as an OEM) with over 5,000 products uploaded across 48 different categories
- GeM is working to onboard the artisans of Hunar Haat to the platform with the help of Ministry of Minority Affairs
Introducing GeM 4.0 – Moving towards a Unified Public Procurement System that is smarter, better, unified, intelligent and more inclusive. GeM 4.0 represents one of the largest uses of advanced technology in any government platform around the world. We have created a technology roadmap that enhances each and every step of the user experience on the portal – creating unified and seamless user journeys for buyers and sellers.

- **275 processes** completed, with **180+ processes** in the pipeline
- Integration with **18 Banks** and **18 ERP systems**

### MARKET ENHANCEMENT FEATURES

- NLP based Search Engine for effective and efficient search
- Revamped User Interface and User Experience (UI / UX) design leading to an improved experience for buyers and sellers
- OEM dashboards and dedicated product catalogues to ensure quality by verifying products, including an automated handover of dashboards
- Ease of catalogue upload by suggesting categories for Sellers to upload their products
- Enhancements to Start-Up Runway to on-board innovative products
- Revamped brand and product approval process for more efficient and faster approvals
- Ease of Payment through integration with banks and ERPs to ensure timely payments
ENHANCED CMS

Alotted Catalogues for OEMs to ensure quality by verifying products uploaded by sellers

Faster and focused creation of categories of products and services through tender analysis

Hyper Ledger for smart contracts, auto PRC and bulk procurement of pharmaceuticals through block chain technology

Dedicated Corner for CPSEs and large buyers to display relevant information specific to their procurement needs

Implementation of price bounds to ensure price sanity in the marketplace

System generated names of products to prevent uploading of products in wrong categories

Implementation of price bounds to ensure price sanity in the marketplace

Crowd Sourcing of Sellers for fast-tracking category creation

CATALOGUE IMPROVEMENTS

01 Unique requirement based category creation by GeM (basis OEM eligibility, empanelment, certifications and registrations)

02 Qualitative Requirement (QR) / Drawing Upload to capture specific requirements in a given category, as well as across categories.

03 Special Terms and Conditions for categories (STCs) including requirements such as design, installation, commissioning and scope of work

04 Allowing buyers to add specifications in certain categories by creating an instance of a category for a buyer for a particular bid.
BIDDING AND RATING SYSTEMS REVAMP

Buyers to select Golden and non-textual Non Golden Parameters to define the Bid Requirements

Recommending purchase requisition (soft bids) for purchase up to INR 5 lakhs.

Allowing Buyer Specific ATCs (Additional Terms and Conditions) during the bidding process

Sellers to make representations against disqualifications (after 48hr interval post evaluation)

Allowing sellers to make representations between bid publishing and technical evaluation

Bunched bidding through item-wise, group-wise, schedule-wise evaluation functionality

Vendor Assessment of OEMs and Resellers through online QCI to ensure quality

Revamping the bidding processes for L1 (between INR 25 K and INR 5 lakhs) and above (>INR 5 lakhs) and making the entire bidding process more transparent

Revamping the rating system to include a rating based filtering of sellers

Implementation of a one-time caution money deposit from sellers for procurement in L1 up to INR 5 lakhs, to ensure discipline and compliance

Item wise, consignee wise bidding for seamless procurement, ease of access and cost effectiveness

Bidding and Rating Systems Revamp
Increased transparency by displaying information on quantity procured, amount spent, terms and conditions for major procurements.

Revamped Incident Management (IM) Policy with AI chatbot/virtual assistant based customer support systems.

Enabling Buyer Specific ATCs and anonymising complaints, queries, suggestions and clarifications from sellers.

Efficient Helpdesk with Voice of the Customer (VoC) initiative and revamped CRM systems.

Steps taken to minimise unfair rejection of sellers (during technical evaluation).

An admin dashboard for detailed first level information.

CRM intervention for tracking the grievances through their lifecycles.

Dashboard for improved analytics and insight.

Chatbot/Virtual Assistant to improve user journeys on the platform.
**FEATURES AND FUNCTIONALITIES:**

- Integration with CPPP
- NLP based Search Engine
- Revamped existing services
- Ease of Payment and Timely Payments
- Demand Aggregation
- Staggered Delivery
- GeM Availability Report and Past Transaction Summary for informed procurement decisions
- Allowing buyers to publish bids on GeM itself
- One-time caution money deposit
- Price bounds to ensure price sanity
- Rating based filter system
- Seller Incentives (non-monetary incentives)
- Price variation clause
- New service offerings such as:
  - Air Ticketing
  - Installation, Testing, Commissioning, AMC/CMC
  - Transportation
  - Insurance
  - Operation and Maintenance
  - Facility Management
- Revamped bidding system:
  - Purchase Requisition (Soft Bids)
  - Buyer Specific ATCs
  - Enabling representation by sellers
  - Bunched Bidding
- Voice of the Customer Initiative (VoC)
REGISTER YOUR BUSINESS

Registering your business on the Government e Marketplacce has never been easier. Registration, brand approval and product approval is free of charge on GeM, with no entry barriers.

Visit our website [gem.gov.in](http://gem.gov.in) for information on terms and conditions

Signing up is quick and easy

Sign up online and register

All you require is essential government documents (Income Tax returns, Aadhaar or PAN card)