F.No. 1-9/2020-Sch.4
Government of India
Ministry of Education
Department of School Education and Literacy

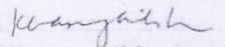Shastri Bhawan, New Delhi,
23rd November, 2020

To,

The Secretary,
National Council of Educational Research and Training,
Sri Aurobindo Marg,
New Delhi 110016.

Subject: Revamped in Government e-Marketplace (GeM)-reg.

Sir,

    I am directed to forward herewith a copy of D.O. letter dated 18th November, 2020 received from Chief Executive Officer, Ministry of Commerce & Industry, Government e-Marketplace (Gem) on the subject mentioned above for information and necessary action.

Yours faithfully,

(Khamngaihlun)
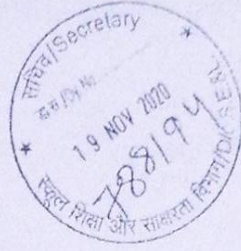Under Secretary to the Govt. of India
Telephone: 23381434

Encl: As above.

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:

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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.