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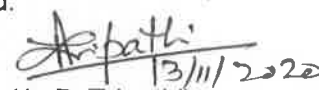
Sub: Modifications to provisions for Procurement through Government e-Marketplace (GeM)

Reference is invited to provisions for Procurement through Government e-Marketplace (GeM) under Para 8.1 of IMM Manual.

EPC in its meeting (14/2020) held on 21.10.2020 reviewed the provisions of IMM Manual pertaining to Procurement through GeM. In accordance with the decision of EPC in the aforesaid meeting, relevant provisions of IMMM pertaining to procurement through GeM stands modified as per enclosed Annexure-1.

EPC has also approved the SOP for GeM Tenders wherein process to be followed for Procurement through GeM has been detailed and it will be uploaded in MM website. The same is enclosed as Annexure-2.

Above guidelines should be meticulously followed by all concerned.


13/11/2020

(A. P. Tripathi)

ED-Chief MM Services

Distribution: (Through ONGC's intranet website 'ongcreports.net').

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3. CVO, ONGC, New Delhi.

Annexure-1

Statement showing existing vis-à-vis modified provision of IMM Manual

Para No.	Existing Provision	Modified Provision	Remarks
8.1	<p><i>Procurement through Government e-Marketplace (GeM):</i> (wherever procurement is being done through GeM, the provisions stipulated herein under shall prevail, superseding any other similar provisions appearing elsewhere in the IMMM)</p>	<p><i>Procurement through Government e-Marketplace (GeM):</i> (Procurement through GeM shall be governed by <u>procedure, process, General terms & conditions (GTC)</u> as published on GeM portal subject to exception/exclusion, if any, mentioned hereunder Para 8.1 and its sub paras. Wherever procurement is being done through GeM, the provisions stipulated herein under shall prevail, superseding any other similar provisions appearing elsewhere in the IMMM)</p>	Underlined portion added.
	<p>The Government has created an internet portal called Government e-Marketplace (GeM) to provide an end-to-end online Marketplace for Central and State Government Ministries / Departments, Central & State Public Sector Undertakings (CPSUs & SPSUs), Autonomous institutions and Local bodies, for procurement of common use goods & services in a transparent and efficient manner. Suppliers and buyers can register on this portal. GeM facilitates seamless process flow and standardized specifications with complete audit trail.</p> <p>For procurement of Goods, the items available on GeM shall be procured through GeM portal only, <u>except any specific conditions mentioned herein under. Further</u> procurement through GeM shall also not be mandatory under specific situations stipulated in IMMM e.g. purchase through board of officers, emergency purchase etc.</p>	<p>The Government has created an internet portal called Government e-Marketplace (GeM) to provide an end-to-end online Marketplace for Central and State Government Ministries / Departments, Central & State Public Sector Undertakings (CPSUs & SPSUs), Autonomous institutions and Local bodies, for procurement of common use goods & services in a transparent and efficient manner. Suppliers and buyers can register on this portal. GeM facilitates seamless process flow and standardized specifications with complete audit trail.</p> <p>For procurement of Goods/<u>Services</u>, the items/<u>services</u> available on GeM shall be procured through GeM portal only. The procurement through GeM shall not be mandatory under specific situations stipulated in IMMM e.g. purchase through board of officers, emergency purchase etc. <u>In case item is not available in GeM, purchase through other procurement methods as</u></p>	<p>Underlined portion added in modified provision.</p> <p>Underlined portion in existing provision deleted.</p>

		<p><u>specified in IMMM may be resorted to subject to a mention to this effect by Indenting Department.</u></p> <p><u>Efforts shall made for onboarding all the items / services (along with Technical specifications and other item specific conditions) being procured in ONGC on GeM portal as a continual process. Further, onboarding of vendors for respective items as per process of GeM shall be taken up.</u></p> <p><u>In exceptional circumstances only, where procurement through GeM cannot be done, purchase through other procurement methods as specified in IMM Manual can be resorted to with the prior approval of Director-I/c MM. However, valid reasons shall be recorded while seeking such approval.</u></p>	
	Note: The word supplier has been used interchangeably with seller.	Note: The word supplier/seller/service provider has been used interchangeably.	
8.1.1	Registration of users in GeM	Registration of users in GeM	
	<p>The Registration of users and authentication in GeM is based on OTP driven Aadhar authentication. The users are segregated into primary and secondary users. Primary user is the nodal authority from his organization for GeM portal who will not perform any tendering activity on the GeM portal. In-charge of Materials Management at work centre will be the primary user for all departments including indenting and finance departments of that work centre. The main roles and responsibilities of Primary user are to act as representative of ONGC, filling of ONGC's details and creation of Secondary Users, editing their roles and their deactivation.</p> <p>Secondary users are the Indentor (buyer), consignee (Receipt section at stores or Indentor as the case may</p>	<p>The Registration of users and authentication in GeM is based on OTP driven Aadhar authentication. The users are segregated into primary and secondary users. Primary user is the nodal authority from his organization for GeM portal who will not perform any tendering activity on the GeM portal. In-charge of Materials Management at work centre will be the primary user for all departments including indenting and finance departments of that work centre. The main roles and responsibilities of Primary user are to act as representative of ONGC, filling of ONGC's details and creation of Secondary Users, editing their roles and their deactivation.</p> <p><u>Secondary users are Buyers (Indentor, Dealing Officer from MM deptt/Tender Processing Group), consignee</u></p>	Underlined portion added in modified provisions

	<p>be) and Finance representatives who are directly involved in the tendering activity. Secondary users will be of minimum E1 level except consignee at stores. They will be nominated with the approval of concerned Head of the Department (L-2, L-3 level) / I/c-Finance (in respect of payment authority)/I/c MM(in respect of consignee at stores), as the case may be. Since the User Id is transferable, it shall be assigned to successor in case of movement of primary/secondary user from the work centre. <u>In every department, preferably, not more than three secondary users shall be designated under categories of buyer and consignee.</u></p> <p>The Primary & Secondary users shall be responsible for role/responsibilities defined herein including those stipulated in GeM.</p>	<p><u>(Receipt section at stores or Indentor as the case may be) and Paying Authority (Finance Deptt.).In case of Services, Indentor shall be consignee.</u> Secondary users will be of minimum E1 level except consignee at stores. They will be nominated with the approval of concerned Head of the Department (L-2, L-3 level) / I/c-Finance (in respect of payment authority)/I/c MM (in respect of <u>buyer (dealing officers from MM deptt.)</u> and consignee at stores), as the case may be. Since the User Id is transferable, it shall be assigned to successor in case of movement of primary/secondary user from the work centre.</p> <p>The Primary & Secondary users shall be responsible for role/responsibilities defined herein including those stipulated in GeM.</p>	Underlined portion in existing provision deleted.
8.1.2	<p>The procedure for procurement through GeM has been outlined hereunder:</p> <p>Requirement Processing/ Finalisation: GeM has defined Golden Parameters for all items. Golden parameters are those major specifications which define a particular item. They have been introduced so that both sellers and buyers use the same set of major parameters for describing the items under procurement. The golden parameters vary according to the item being bought. For example, golden parameters for a Desktop Computer would be Motherboard, RAM, Storage, Processor etc.</p> <p>Before initiating the proposal for administrative approval, the Indentor (buyer) will first check the availability of the items on the GeM portal using generalized specifications for the golden parameters so that the search yields items of the same nature from a variety of manufacturers. Additional search parameters available in GeM may also be used to arrive at the item</p>	Deleted.	Existing provision deleted.
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	<p>required. The broader specifications available on GeM shall be used for procurement of such items. Requirement will be prepared/finalised accordingly. For items procured through GeM, the estimated cost will be the lowest cost available on GeM based on preliminary search. In case item is not available in GeM, purchase through other procurement methods as specified in Integrated MM Manual may be resorted to subject to a mention to this effect in proposal by Indenting Department while obtaining administrative approval.</p> <p>Creation of PR will not be required for purchase of goods upto Rs. 25,000 except for capital items.</p>		
	<p>Procurement Process: The following <u>two</u> procedures shall be followed for procurement through GeM.</p>	<p>8.1.2 Procurement Process: The following procedures shall be followed for procurement through GeM, as per process prescribed in <u>General Terms and Conditions available on GeM portal:</u></p>	<p>Re-numbering done. Underlined portion added.</p>
8.1.2.1	<p>Purchases upto Rs. 50,000</p>	<p>8.1.2.1 Purchases without tendering (bidding)</p>	<p>Provision modified.</p>
8.1.2.1.1	<p>8.1.2.1.1 Procurement upto Rs. 50,000 per order shall be done by indenting departments themselves through GeM by direct purchase without tendering (bidding).</p>	<p>8.1.2.1.1 Direct purchase without bidding: Procurement upto the limit as specified by GeM for Direct Purchase in General Terms and Conditions available on GeM Portal shall be done through Direct Purchase without tendering (bidding) as per process defined in GeM portal.</p> <p>8.1.2.1.2 L-1 purchase without bidding: Procurement above the limit of Direct Purchase and upto the limit as specified in General Terms and Conditions available on GeM Portal, in this regard, shall be done through L-1 Purchase without tendering (bidding) as per process defined in GeM portal. However, option of creating a bid in GeM portal can also be exercised in this case.</p>	

	<p>For such purchases upto the value of Rs. 25,000.00 PR, PO and GRV in ICE will not be necessary for purchases upto this value except for capital items.</p> <p><u>In case item is not available in GeM, purchase through other procurement methods as specified in IMMM may be resorted to subject to a mention to this effect by Indenting Department.</u></p> <p><u>The selected item will be placed in a cart. During the "carting period", which is the time for which the item can lie in the cart (10 days currently), rates are frozen against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer. It will be ensured that the purchase order is placed within the carting period.</u></p> <p>8.1.2.1.2 The Indentor (buyer) will keep a screenshot/ comparison sheet generated by GeM for the two lowest priced items displayed by GeM, for the purpose of record. If the item is available from only one supplier, it will not be bought on GeM. This restriction however will not apply for procurement against Proprietary Article Certificate (PAC).</p> <p>8.1.2.1.3 It will be ensured by <u>Indentor</u> (buyer) that the chosen supplier is not on ONGC's suspension or banning list of defaulting firms.</p> <p>8.1.2.1.4 Purchase Order shall be placed through GeM website only. Copy of administrative & Financial</p>	<p><u>Note: Applicable for both Para 8.1.2.1.1 and 8.1.2.1.2 above:</u></p> <p>i) PR/PO/GRV shall be created for all procurement through GeM irrespective of value.</p> <p>Deleted.</p> <p>Deleted.</p> <p>Deleted.</p> <p>ii) It will be ensured by <u>Indentor</u> (buyer) that the chosen supplier is not on ONGC's suspension or banning list of defaulting firms.</p> <p>Deleted.</p>	
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	<p>approval will also be uploaded on the GeM portal during the process of placing the order.</p> <p>However, for facilitating inspection, acceptance, material accounting and payment, corresponding PO shall be parallelly created in ICE only for capital items, which however shall not be sent to the seller. The GeM order number shall be entered in the field "Requirement No." (Requirement Tracking Number) available at PO line item in ICE for ease of reference.</p> <p>8.1.2.1.5 Indentors (buyers) shall carry out inspection at destination for orders upto Rs. 25,000 placed through GeM irrespective of the nature of the items. For capital items, QCC shall be created & issued through ICE by indentor's representative and material receipt process shall be completed in ICE. The entries in GeM for the receipt of material and its acceptance (CRAC- Consignee Receipt and Acceptance Certificate which is the step corresponding to inspection & receipt in ICE) will be done by user authorized as consignee in GeM.</p> <p>Associated Finance will make the payments through ICE against the invoice submitted by the supplier. The payment details will be sent to Buyer by Finance to enable creation of draft bill in GeM. In order to ensure closure of the case in GeM, the draft bill shall be prepared by the Buyer in GeM and accepted by Finance.</p>	<p>Deleted.</p> <p>Deleted.</p>	
8.1.2.2	Purchase of more than Rs. 50,000	Purchases with tendering (Bidding).	Provision modified,
8.1.2.2.1	User departments will be authorized to procure items themselves for PR value greater than Rs. 50,000 and upto Rs. 5 lacs through tendering (e-bidding) in GeM. However, procurement against PR value more than Rs. 5 lacs shall be dealt by MM using tendering (e-bidding)	<u>Procurement for the value as specified for bidding, in General Terms and Conditions available on GeM portal, shall be done through tendering (bidding) in GeM, as per process defined in GeM portal.</u>	

	<p>in GeM for which indenting section shall forward the indent complete in all respect to MM.</p> <p>The tenders to be processed through GeM shall not require uploading of NIT and tender documents on ONGC tender/ ONGC e-tender/ CPPP portals. The GeM system automatically sends information about tenders to prospective suppliers registered with them.</p> <p><u>In case item is not available in GeM, purchase through other procurement methods as specified in IMMM may be resorted to subject to a mention to this effect by Indenting Department.</u></p>	<p>The tenders to be processed through GeM shall not require uploading of NIT and tender documents on ONGC tender/ ONGC e-tender/ CPPP portals. The GeM system automatically sends information about tenders to prospective suppliers registered with them.</p> <p>Deleted.</p> <p><u>The option of 'Bid to RA' as available in GeM portal while creating bid, will be utilized for the cases valuing Rs.1.00 crores & above and wherever, item/product/services meeting all the technical requirement is available from at least 3 different manufacturers/service providers in GeM market place. In case of procurement of Goods, as the name of Sellers are not visible in GeM portal while searching for the product, manufacturers may be identified based on the Brands as seen in the GeM market place. Dealing officer shall keep screenshot from GeM portal in this regard for the purpose of record.</u></p>	
8.1.2.2.2	<p><u>Two Bid system (indicated as two stage bidding in GeM) shall be followed. The e-Bidding GeM document will be created by the Indentor (Buyer) based on value of procurement by stipulating requirements such as Quantity, Consignee Details, Terms of Delivery, Delivery Period, Time & Date for Start and End of Bid Submission and for Opening of Bids and required Bid Validity period, etc.</u></p> <p><u>The selection of the right Product in GeM is critical for creating a bid, as it benchmarks the technical</u></p>	Deleted	

	<p>specifications for seeking bids from sellers. Hence the product that Best matches specific requirement shall be selected for creating the bid.</p>	<p>8.1.2.2.2 Bid Validity <u>While creating the bid, bid validity shall be stipulated as available on GeM portal subject to maximum 45 days. The Bid Validity can be further extended with mutual consent between ONGC and Seller, as per General Terms and Conditions available on GeM Portal.</u></p>	
8.1.2.2.3	<p>GeM has its own pre-defined terms & conditions and hence, ONGC's terms and conditions and GCC shall NOT be incorporated to ensure that there is no confusion amongst the bidders/ sellers.</p>	<p>GeM has its own pre-defined terms & conditions and hence, ONGC's terms and conditions and GCC shall NOT be incorporated to ensure that there is no confusion amongst the bidders/ sellers.</p>	No change.
8.1.2.2.4	<p>Earnest Money Deposit /Performance Security:</p>	<p>Earnest Money Deposit /Performance Security:</p>	No change.
	<p>For procurement upto Rs. 25 lacs through GeM, EMD will not be required. Wherever total estimated cost put to tender is more than Rs. 25 Lacs, the EMD / Bid Security@1% of such value shall be obtained from bidders.</p> <p><u>Buyer shall indicate the exact amount of EMD required to be submitted by bidders in the form of Bank Guarantee on GeM portal in the prescribed format. Scanned copy of the same shall be uploaded by Seller in the online bid and hard copy of the same will have to be submitted directly to the Buyer within 5 days of bid opening.</u></p> <p><u>Following categories of Sellers shall however, be exempted from furnishing EMD:</u></p> <p><u>i. Micro and Small Enterprises whose credentials are validated online through Udyog Aadhaar.</u></p> <p><u>ii. Startups as recognized by Department of Industrial Policy and Promotion (DIPP).</u></p>	<p>i) EMD/Bid Security @1% of estimated cost put to tender shall be required from the bidders in all the cases beyond the limit specified in General terms and conditions available on GeM Portal.</p> <p>All terms and conditions with regard to submission of EMD including the categories of Sellers exempted from furnishing the EMD shall be as per General terms and conditions available on GeM Portal.</p>	Provision Modified.

	<p>iii. <u>KVIC, ACASH, WDO, Coir Board, TRIFED.</u></p> <p>iv. <u>Sellers who have got their credentials verified through the process of Vendor Assessment by Vendor Assessment Agencies for the particular product for which Bid / RA has been invited.</u></p> <p>v. <u>OEMs having annual turnover of Rs. 500 Crore and above and having profit in last three years out of five years.</u></p> <p><u>In case of Orders/contracts valuing more than Rs. 30 lakh, the PBG/ Performance Security /Security Deposit @10% of order/contract value shall be required from successful bidder.</u></p> <p><u>No PBG/ Performance Security /Security Deposit shall be required for Orders/contracts upto Rs. 30 lakh.</u></p> <p>The provisions on type of instrument/format/submission time/ Exemption/ Validity / return / forfeiture etc. as applicable on GeM portal in respect to Earnest money Deposit/Bid Security/ PBG/Performance Security/ Security Deposit shall <u>prevail</u>.</p> <p>However approving authority shall be governed as per BDP/IMMM, in case any approval is required.</p> <p>The GST as applicable on forfeiture shall be borne by ONGC.</p>	<p>ii) Performance Security/ PBG @10% of the order/Contract value shall be required from the successful bidder, as per General terms and conditions available on GeM Portal.</p> <p>The provisions on type of instrument/ format/submission time/ exemption/ Validity/ return / forfeiture etc. as applicable on GeM portal in respect to Earnest money Deposit/Bid Security/ PBG/ Performance Security/ Security Deposit <u>shall be applicable</u>.</p> <p>However approving authority shall be governed as per BDP/IMMM, in case any approval is required.</p> <p>The GST as applicable on forfeiture shall be borne by ONGC.</p>	
8.1.2.2.5	Opening of Bids	Opening of Bids	
	<p><u>Technical Bids will be opened by the Buyer on due date & time for bid opening.</u></p> <p>Presence of bidder (supplier) will not be required during bid opening.</p>	<p><u>Opening of bid shall be as per process defined in GeM Portal.</u></p> <p>Presence of bidder (supplier) will not be required during bid opening.</p>	Provision modified.

	<p>No clarifications shall be sought from bidders (suppliers).</p> <p><u>The bid submitted under e-Bidding shall remain valid for 15 days (or as stipulated by the Buyer in the bid document) from the Bid Opening Date (till 24.00 Hrs IST).</u></p> <p><u>Wherever required, ONGC buyer will stipulate requirement of maximum 30 days bid validity while creating the bid. The Bid Validity can be further extended for a maximum period of 90 days from the Bid Opening Date with mutual consent between Buyer and Supplier.</u></p>	<p><u>Clarifications may be sought from the bidders as per provisions on GeM portal.</u></p>	
8.1.2.2.6	<p><u>The technical comments will be kept in the file for records.</u></p> <p>The technical bids (offers) of sellers who are under suspension/ banning in ONGC shall be rejected so that price bids of such bidders(sellers) are not opened and they are precluded from obtaining orders though GeM.</p>	<p><u>While seeking approval of CPA for short-listing of bidders for price bid opening, detailed reason along with references to respective clause of bidding document, should be explicitly brought out while rejecting bid during technical evaluation in GeM.</u></p> <p><u>For procurement upto Rs.10 Lakhs, technical comments shall be provided at the level as mentioned at Para 8.4.7 and For cases where tender committee is to be held as per value mentioned under Para 10.1.1, technical comments shall be provided at the level as mentioned at Para 13.2.1.</u></p> <p>The technical bids (offers) of sellers who are under suspension/ banning in ONGC shall be rejected so that price bids of such bidders (sellers) are not opened and they are precluded from obtaining orders though GeM.</p>	Provision modified.
8.1.2.2.7	<p>After price bid opening if it is observed that the name of the L-1 supplier appears in the list of suspended/banned firms in ONGC, the order shall not be placed on such supplier, the case will be retendered</p>	<p>After price bid opening if it is observed that the name of the L-1 supplier appears in the list of suspended/banned firms in ONGC, the order shall not be placed on such supplier, the case will be retendered</p>	No Change.

	in GeM. If the same firm participates in the retender, its offer shall be rejected during technical bid evaluation as brought out at para no. 8.1.2.2.6.	in GeM. If the same firm participates in the retender, its offer shall be rejected during technical bid evaluation as brought out at para no. 8.1.2.2.6.	
8.1.2.2.8	The Price bids of the technically acceptable bidders will be opened by the <u>Indentor</u> (buyer). Presence of suppliers will not be required during price bid opening. Ranking is automatically determined by GeM and order shall be placed on L-1 bidder displayed by the GeM software.	The Price bids of the technically acceptable bidders will be opened by the <u>dealing officer</u> . Presence of suppliers will not be required during price bid opening. Ranking is automatically determined by GeM and order shall be placed on L-1 bidder displayed by the GeM software.	Underlined portion modified.
8.1.2.2.9	Purchase preference policies: Purchase preference policies as implemented on the GeM portal will be followed.	Purchase preference policies: Purchase preference policies as implemented on the GeM portal will be followed.	No Change.
8.1.2.2.10	Purchase Order shall be placed through GeM website only. <u>Copy of administrative & Financial approval will also be uploaded on the GeM portal during the process of placing the order.</u> However, for facilitating inspection, acceptance, material accounting and payment, corresponding PO shall be parallelly created in ICE, which however shall not be sent to the seller. The GeM order number shall be entered in the field "Requirement No." (Requirement Tracking Number) available at PO line item in ICE for ease of reference.	<u>(Applicable for both Procurement with bidding or without bidding)</u> Purchase Order shall be placed through GeM website only. However, for facilitating inspection, acceptance, material accounting and payment, corresponding PO shall be parallelly created in ICE, which however shall not be sent to the seller. The GeM order number shall be entered in the field "Requirement No." (Requirement Tracking Number) available at PO line item in ICE for ease of reference. <u>As the PO created in ICE is for accounting purpose and all terms & conditions shall be governed by GeM PO, PO created in ICE is required to be released only and signed PO is not required for preparation of QCC.</u>	Provision modified.

		<u>GRV and processing payment. GeM PO must be uploaded in Documents area in ICE PO.</u>	
8.1.2.2.11	<p>Inspection shall be carried out as per para no. 21.2 of IMMM. Inspection shall be carried out at destination.</p> <p><u>QCC shall be created & issued through ICE. The material receipt process shall be completed in ICE. Corresponding entries in GeM for the receipt of material and its acceptance (CRAC-Consignee Receipt and Acceptance Certificate which is the step corresponding to inspection & receipt in ICE) will be done by user authorized as consignee in GeM.</u></p> <p><u>The original Delivery Period may be extended by the Buyer. Liquidated Damages (LD), if applicable, shall be determined as per General terms and conditions set forth in GeM portal. Associated Finance will make the payments through ICE against the invoice submitted by the supplier. The payment details will be sent to Buyer by Finance to enable creation of draft bill in GeM. In order to ensure closure of the case in GeM, the draft bill shall be prepared by the Buyer in GeM and accepted by Finance.</u></p>	<p>Inspection Agency shall be as per Para 21.2 and 21.3 of IMM Manual. Inspection shall be carried out at Source or destination as specified in the GeM contract and bid document as per terms and conditions mentioned in General Terms and Conditions under GeM Portal. Inspection of Chemicals shall be carried out as per para 21.7 of this manual.</p> <p>Deleted.</p>	Provision modified.
8.1.3	No Tender Committee will be required for procurement through GeM. Approval for purchase will be obtained from CPA defined in Para 24.1(a) of BDP 2014 and for items procured on PAC basis as per para 24.1(b) of BDP 2014.	<p>No Tender Committee will be required for procurement through GeM, except for ascertaining rate reasonability after opening of price bids for the scenario mentioned hereunder.</p> <p>For General Nature items, where minimum 3 Nos. of manufacturers are on-boarded on GeM portal, availability of minimum 3 techno-commercially acceptable bidders representing same or different</p>	Provision Modified.

		<p>manufacturers will be considered to represent sufficient competition and L-1 prices received against the tender can be considered as reasonable. Further, for special category of items (Goods/Services) pertaining to ONGC, availability of minimum 3 techno-commercially acceptable bidders (representing minimum 3 different manufacturers/Service providers) in a tender will be considered as sufficient competition and L-1 prices received against the tender can be considered as reasonable.</p> <p>Taking into account above aspects on consideration of sufficient competition in the tender as reasonability of prices, Tender Committee is not required to be held in such cases and cases will be processed through a vertical note (with minimum routing of file) for approval of Competent Purchase Authority (except for cases where CPA is EPC for which EPC Agenda will be submitted for approval through TC). For all other cases, rate reasonability will be ascertained through TC. Level of TC shall be as per para 10.1.1 of this manual. For cases below Rs.10 Lakhs, where TC is not required to be held, rate reasonability shall be ascertained as per para 14.1.1.</p> <p>Further, if, after opening of price-bids, prima-facie a cartelisation scenario/situation is apparently indicated/visualised, then the matter will be brought to the notice of CPA (concerned Director in EPC level case). In such an eventuality, CPA based on the merits of the case, can refer the matter to TC for consideration and their recommendation. TC will submit recommendations to CPA.</p>	
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		<p>TC shall also not be required for handling post contract issues, which need to be handled through a vertical note (with minimum routing of file).</p> <p>Approval from competent authority shall be obtained as mentioned in MM Manual/BDP.</p>	
8.1.4	Facility of reverse auction available in GeM will not be used.	<p>Mechanism for dealing with Tie-breaking at L-1 position:</p> <p>If two or more acceptable techno-commercially bidders are found to have quoted identical lowest bid price-</p> <p>i) In case of bids for Goods, Reverse Auction shall be conducted, as per General Terms and Conditions under GeM portal.</p> <p>ii) In case of Services bids, the agency shall be selected from amongst the L-1 bidders through a Random Algorithm run by GeM system.</p>	Provision modified.
8.1.5	<p>Applicable for Automobile category on PAC basis :</p> <p>As per GeM, only OEM are eligible for enlistment as sellers for procurement of vehicles under Automobile category. As such, Buyer may go for Direct Purchase even beyond <u>Rs. 50,000/-</u> for Vehicles under Automobile category.</p>	<p>8.1.5 Applicable for Automobile category on PAC basis :</p> <p>As per GeM, only OEM are eligible for enlistment as sellers for procurement of vehicles under Automobile category. As such, Buyer may go for Direct Purchase even beyond <u>Rs. 25,000/-</u> for Vehicles under Automobile category.</p>	Underlined provision modified.
8.1.6	The GSTIN of supplier appears on the purchase order placed in GeM and Bank details of the seller appear on the invoice. It shall be the responsibility of the indenter (buyer) to timely update these in the ICE system, wherever required.	Deleted.	Provision deleted.

8.1.7	<p>Adherence to time norms:</p> <p>It will be the responsibility of the Indentor (buyer) to monitor the entire process and ensure that activities are carried out within the time limits specified in GeM. All the involved departments like QAD, Receipt Section of MM (consignee) and Finance will be responsible for carrying out immediate actions to prevent default.</p>	<p>Adherence to time norms:</p> <p>The time for all activities in GeM are specified in the documentation and online resources available on their portal and these are to be strictly adhered. In case any process like acceptance of goods is not carried out by the user in GeM within the prescribed time limit, the system will assume that the goods are acceptable and automatically carry out the process by itself at the end of the time limit.</p> <p>It shall be the responsibility of the involved departments like Purchase section, QAD, Receipt Section of MM (consignee) and Finance to carrying out immediate actions to prevent default.</p> <p>The time norms for various activities stipulated in GeM has been defined in SOP of GeM Tenders. However, users shall be required to keep track of changes taking place in GeM by keeping themselves abreast with documentation/ instructions available on GeM portal and strictly follow the time norms stipulated therein.</p>	Provision modified.
8.1.8	<p>Incident Management Policy:</p> <p>Incident Management Policy provides a framework for identification and handling of deviations on GeM portal. A deviation can occur either pre-order placement or post order placement. Work centres will bring cases of deviation/default to the notice of GeM as per process defined in Incident Management Policy on GeM. The process of vendor banning described at para 17.5.2 of the IMMM will not be followed in case of defaults arising out of procurements through GeM.</p>	<p>Incident Management Policy:</p> <p>Incident Management Policy provides a framework for identification and handling of deviations on GeM portal. A deviation can occur either pre-order placement or post order placement. Work centres will bring cases of deviation/default to the notice of GeM as per process defined in Incident Management Policy on GeM. The process of vendor banning described at para 17.5.2 of the IMMM will not be followed in case of defaults arising out of procurements through GeM.</p>	No Change.

8.1.9	<p>Reasonability of Rates: The Buyers shall satisfy themselves that the price of the selected offer is reasonable. For this purpose, Buyer is at liberty to utilize all the data, information and tools available in GeM.</p>	<p>Reasonability of Rates: Reasonability of Rates shall be ascertained as per para 14.1.1 to be read in conjunction with para 8.1.3 above. For this purpose, data, information and tools available in GeM may also be utilized.</p>	Provision modified.								
8.1.10	<p>The time for all activities in GeM are specified in the documentation and online resources available on their portal and these are to be strictly adhered. In case any process like acceptance of goods is not carried out by the user in GeM within the prescribed time limit, the system will assume that the goods are acceptable and automatically carry out the process by itself at the end of the time limit.</p> <p>GeM evaluates buyers' performance also on a continuous basis based on parameters like Timely Bid Closure, Timely Order Placing, Timely Acceptance and Timely Payments etc. Completing respective activities well within time frame is of utmost importance to maintain a good buyer rating in GeM portal. Indentor (buyer)/Consignee/Payment Authority shall ensure that all corresponding activities in ICE/GeM are done in the fastest time so as to adhere to the time limits specified in GeM including updation of vendor bank details etc. Currently, the following time norms have been stipulated in GeM for various activities. However, users shall be required to keep track of changes taking place in GeM by keeping themselves abreast with documentation/instructions available on GeM portal and strictly follow the time norms stipulated therein:</p> <table border="1"> <thead> <tr> <th>Sl no.</th><th>Process/Activity</th><th>Time allowed(deadline) (Current provisions in GeM)</th><th>Action by</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Order placement</td><td>Within 10 days of carting period for</td><td>Buyer</td></tr> </tbody> </table>	Sl no.	Process/Activity	Time allowed(deadline) (Current provisions in GeM)	Action by	1.	Order placement	Within 10 days of carting period for	Buyer	Deleted.	Provision deleted.
Sl no.	Process/Activity	Time allowed(deadline) (Current provisions in GeM)	Action by								
1.	Order placement	Within 10 days of carting period for	Buyer								

			direct purchase upto Rs. 50,000 / Within bid validity for e-bidding			
	2	Provisional receipt Certificate (PRC)	Immediately upon receipt of Goods	Consignee		
	3.	Consignee receipt and acceptance certificate (CRAC)	Within 10 days of confirmation of receipt of goods by Consignee in GeM (PRC).	Consignee in coordination with Indentor/Q AD		
	4.	Payment & its updation in GeM	Within 10 days of CRAC and on-line submission of bills in GeM	Payment authority from Finance Department		
8.1.11	<p>The GeM portal is continuously undergoing changes to its software as informed by GeM SPV and hence, users will refer extensively to the training resources and documentation available on the website of GeM. There is also a support helpdesk of GeM, the contact details of which are available on their website. Users will resolve their difficulties with the GeM support helpdesk. GeM has put in place an Escalation Matrix. First level of contact to user is HelpDesk. The first level of interface for the user to address their issues would be the Helpdesk who would register the complaint and provide a ticket to the user to help in tracking the issue. The contact details of first point of HelpDesk are as under (users shall confirm latest contact details from GeM before proceeding for any communication):</p> <p>Toll free numbers: 1800-419-3436, 1800-102-3436</p> <p>Web ticket on gem.gov.in/gemtickets</p> <p>Email id: helpdesk-gem@gov.in</p>				Deleted.	Provision deleted.

	<p>Escalation Desk: The maximum permissible time for resolving the issues relating to GeM operations is 48 hours. In case the issue has not been resolved by HelpDesk even after 48 hours, the user can directly contact the next level through email. The issue specific emails for 2nd level of contact are as under:</p> <ol style="list-style-type: none"> 1. Buyer Registration, log-in related issues: buyer.registration@gem.gov.in 2. Direct Purchase/L1/PAC: direct.purchase@gem.gov.in 3. BID/RA related issues: bid.ra.gem@gem.gov.in 4. Order process related issues: order.process@gem.gov.in 5. Payment process related issues: payment.process@gem.gov.in <p>User shall take up the issues directly with the escalation desk only if the issue is not resolved even after 48 hours of generating a ticket with the HelpDesk. User will mandatorily indicate the CRM ticket number while taking up the unresolved issues with Escalation Desk. In the absence of CRM ticket number or requests received directly without first contacting HelpDesk, the Escalation Desk would redirect the mail to Helpdesk. Hence, user will not contact Escalation Desk in first attempt as it would create delay in resolving the issue.</p>		
8.1.12	New Provision	Any amendment in MM Manual provisions on procurement through GeM, which are consequent upon the changes in GeM portal shall be incorporated with the approval of Director-I/c MM. Further, any exception/ exclusion to the procedure, process and General terms & conditions (GTC) as published on GeM portal shall also be made with the prior approval of Director-I/c MM.	New Provision.
8.1.13	New Provision	Detailed process to be followed for purchase through GeM has been detailed in SOP for GeM tenders, which is uploaded in MM website. Modifications in SOP within the broad guidelines provided in IMM Manual shall be	New Provision.

		carried out with the approval of Chief MM as per changes brought out from time to time in the provisions of GeM policies.	
Para 10.1 Formation of Tender Committee and its monetary limits	<p>10.1.1 No Tender Committee will be held for cases valuing upto Rs.10.00 Lakhs. All nomination cases irrespective of value and all procurement cases (including finalization of Rate Contracts), valuing above Rs.10.00 Lakhs, will be referred to Tender Committee. However, irrespective of the value of case, TC is not required for placement of orders against GeM, ONGC rate contracts and also for emergency purchase under chapter 25 of BDP. Tender Committee is also not required for OEM/OES cases upto Rs 10 lacs.</p> <p>TC is also required to be held for carrying out price negotiations (if applicable) with bidders in all cases, irrespective of the value of the case.</p>	<p>10.1.1 No Tender Committee will be held for cases valuing upto Rs.10.00 Lakhs. All nomination cases irrespective of value and all procurement cases (including finalization of Rate Contracts), valuing above Rs.10.00 Lakhs, will be referred to Tender Committee. However, irrespective of the value of case, TC is not required for placement of orders against GeM, ONGC rate contracts and also for emergency purchase under chapter 25 of BDP. <u>For procurement through GeM, tender committee will be held for cases valuing above Rs.10.00 Lakhs, as detailed at Para 8.1.3 of this MM Manual.</u> Tender Committee is also not required for OEM/OES cases upto Rs 10 lacs.</p> <p>TC is also required to be held for carrying out price negotiations (if applicable) with bidders in all cases, irrespective of the value of the case.</p>	Underlined portion added.
16.6.3	For purchases upto Rs. 1 lakh, no security deposit shall be taken. Also, for Procurement of Material / Hiring of Services from OEM/OES, <u>Procurement through GeM (upto Rs. 30 Lakhs)</u> and procurement of items on PAC basis security deposit shall not be taken.	For purchases upto Rs. 1 lakh <u>(other than GeM)</u> , no security deposit shall be taken. Also, for Procurement of Material / Hiring of Services from OEM/OES, Procurement through GeM <u>(upto the value as mentioned in General Terms & Conditions available on GeM portal)</u> and procurement of items on PAC basis security deposit shall not be taken.	Provision modified.

SOP for GeM Tenders

1.0 Step-1: Registration of users in GeM

The Registration of users and authentication in GeM is based on OTP driven Aadhar authentication. The users are segregated into primary and secondary users. Primary user is the nodal authority from his organization for GeM portal who will not perform any tendering activity on the GeM portal. In-charge of Materials Management at work centre will be the primary user for all departments including indenting and finance departments of that work centre. The main roles and responsibilities of Primary user are to act as representative of ONGC, filling of ONGC's details and creation of Secondary Users, editing their roles and their deactivation.

Secondary users are Buyers (Indentor, Dealing Officer from MM deptt/Tender Processing Group), consignee (Receipt section at stores or Indentor as the case may be) and Paying Authority (Finance Deptt.). In case of Services, Indentor shall be the consignee. Secondary users will be of minimum E1 level except consignee at stores. They will be nominated with the approval of concerned Head of the Department (L-2, L-3 level) / I/c-Finance (in respect of payment authority)/I/c MM (in respect of buyer (dealing officers from MM deptt.) and consignee at stores), as the case may be. Since the User id is transferable, it may be assigned to successor in case of movement of primary/secondary user from the work centre.

The Primary & Secondary users shall be responsible for role/responsibilities those stipulated in GeM.

2.0 Step-2: Requirement Processing/ Finalization:

Before initiating the proposal for administrative approval, the Indentor will first check the availability of the items on the GeM portal, using specifications tab (for any product category). Additional search parameters available in GeM may also be used to arrive at the item required. The broader specifications available on GeM shall be used for procurement of such items. Requirement will be prepared/finalised accordingly. Further, if specifications are available in any product category but sellers /offerings are not available as per ONGC requirement then, existing sellers be onboarded and procurement be carried out through GeM only. In case, after thorough examination, it is found that specifications are not available in GeM as per ONGC's requirement and procurement cannot be done through GeM, then only it shall be ascertained that item is not available in GeM.

In case of Services, Indentor will also check the availability of required scope of work and/or possibility of incorporation of special conditions of contract in GeM portal.

Creation of PR/PO will be required for all procurement cases through GeM irrespective of the value of procurement. Hence, PR/ PO shall invariably be created for procurement of any item/service through GeM.

3.0 Step-3: Procurement process

3.1 For Procurement without Bidding (upto Rs. 5 Lakhs).

- 3.1.1 For procurement upto Rs.5 Lakhs, Direct Purchase/L-1 Purchase without bidding shall be used. However, if required, bid can also be created in GeM Portal. Upto

Rs. 25,000.00, product can be selected with /without generation of comparison sheet before carting the product. From Rs. 25,000 and above, upto Rs. 5,00,000/-, comparison sheet will be mandatory. In case, system does not allow mandatory comparison sheet, bid will have to be created for purchase of items even upto Rs. 5 lakh. The term Direct purchase is also used loosely for both Direct Purchase (upto Rs. 25,000) and L-1 purchase (for procurement above Rs.25,000.00 and upto Rs. 5.00 Lakhs).

3.1.2 For Direct Purchase (i.e. upto Rs. 25,000), following methodology to be used:

Note: The methodology is indicative in nature for ease of understanding of users in ONGC. It is expected from the users to go through the processes / guidelines in GeM and GTC on GeM website. In case of any conflict, the conditions on GeM portal shall prevail):

- Indentor/user should search for the product/service in GeM Marketplace, the selected item will be placed in a cart. During the “carting period”, which is the time for which the item can lie in the cart (10 days currently), rates are frozen against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer.
- As per prevailing guidelines of GeM GTC (clause 4.xii), if any product/service is available from only one seller, it will not be bought on GeM under Direct Purchase and bidding will have to be carried out in GeM for such product/service. For products, the number of results showing on the search is different from the number of sellers. It may happen that there is only one search result but there are more than one seller. To check the number of sellers for a product, click on search result, go to product page and click on “view seller details”. This restriction however will not apply for procurement against Proprietary Article Certificate (PAC). Further, for future procurement, efforts should be made by Buyer to get their past suppliers and prospective Sellers on-boarded on GeM so as to ensure availability of sufficient Sellers on GeM.
- Based on the search result and selection of product/service after carting the same, Administrative approval & expenditure sanction shall be obtained as per BDP, based on carted value. PR also shall be created and released simultaneously in SAP. Since, the name of seller is not disclosed before placement of contract in GeM, the approval can be taken in such a manner that only the order value is indicated without any reference to the name of the seller. After obtaining AA& ES, contract/PO shall be placed in GeM. It will be ensured that the purchase order/ contract is placed in GeM within the carting period. While obtaining AA&ES, Indentor/user will keep a screenshot of the search result/ comparison sheet generated in GeM, for the purpose of record.
- Since seller has a right to accept or reject the order placed against Direct/L-1 purchase within 5 days of placement of contract, if the seller rejects the order, a fresh search be made and depending on the carted value of the order not exceeding the sanction value, a fresh order can be placed in GeM with the same approval. If the cart value exceeds, the sanction value, then additional sanction may be obtained to finalize the order (within the limit of Rs. 25,000 for Direct Purchase).

3.1.3 For L-1 purchase (for procurement above Rs.25,000.00 and upto Rs. 5.00 Lakhs), following methodology to be used:

Note: The methodology is indicative in nature for ease of understanding of users in ONGC. It is expected from the users to go through the processes / guidelines in GeM and GTC on GeM website. In case of any conflict, the conditions on GeM portal shall prevail):

- Indentor/user should search for the product/service in GeM Marketplace, and mandatorily generate a comparison sheet (except for procurement of Automobiles where separate limit and methodology will be applicable), after comparing at least three different manufacturers as per their requirement and applying necessary filters.
- After generation of comparison sheet, the lowest priced (L-1) item will be placed in a cart. During the “carting period”, which is the time for which the item can lie in the cart (10 days currently), rates are frozen against any upward revision by seller. However, advantage of any downward revision in the offer price of carted item shall be automatically provided to the buyer.
- If comparison is not being allowed by GeM system due to number of manufacturers being less than 3 or any otherwise, then user mandatorily has to carry out the bidding process in GeM.
- Administrative approval & expenditure sanction shall be obtained as per BDP, based on carted value. PR also shall be created and released simultaneously in SAP. Since, the name of seller is not disclosed before placement of contract in GeM, the approval can be taken in such a manner that only the order value is indicated without any reference to the name of the seller. After obtaining AA&ES, contract/PO shall be placed in GeM. It will be ensured that the purchase order/ contract is placed in GeM within the carting period. While obtaining AA&ES, Indentor/user will keep a screenshot of the search result/ comparison sheet generated in GeM, for the purpose of record.
- Since seller has a right to accept or reject the order placed against Direct/L-1 purchase within 5 days of placement of contract, if the seller rejects the order, a fresh search be made and depending on the carted value of the order not exceeding the sanction value, a fresh order can be placed in GeM with the same approval. If the cart value exceeds, the sanction value, then additional sanction may be obtained to finalize the order (within the limit of Rs. 5.00Lakhs for L-1 purchase without bidding).

3.2 For Procurement with Bidding (for case value more than Rs. 5.00 Lakhs).

- 3.2.1 Procurement above Rs.5,00,000.00 shall be mandatorily done through tendering (bidding) in GeM. Indenting section shall forward the indent complete in all respect. Procurement upto the PR value as specified in BDP shall be done by Indenting/user department. Procurement against PR value more than Rs. 5 lakhs shall be dealt by MM using tendering (e-bidding) in GeM for which indenting section shall forward the indent complete in all respect to MM. The golden and non-golden parameters to be used for

bidding shall be indicated in the indent. The reference product to be used for bidding also shall be brought out in the indent. The tenders/bidding process to be processed through GeM shall not require uploading of NIT and tender documents on ONGC tender/ ONGC e-tender/ CPPP portals. The GeM system automatically sends information about tenders to prospective suppliers registered with them.

- 3.2.2 Two Bid system (indicated as two stage bidding in GeM) shall be followed. Based on the indent and in consultation with indenter, the e-Bidding document will be created by the dealing officer based on value of procurement by stipulating requirements such as Quantity, Consignee Details, Terms of Delivery, Delivery Period, Time & Date for Start and End of Bid Submission and for Opening of Bids and required Bid Validity period, Experience criteria, past performance criteria and financial criteria (if applicable as per value of the case) and any other applicable Additional Term and condition (ATC), as available in GeM Portal etc. All the functionalities in GeM including the facility of corrigendum (through Request Management System) may be used to incorporate any term and conditions other than ATC library in GeM. Approval of CPA shall be obtained for inviting the tender and bidding conditions in line with para 34 of IMMM.

The selection of the right Product in GeM is critical for creating a bid, as it benchmarks the technical specifications for seeking bids from sellers. Hence the product that best matches specific requirement shall be selected for creating the bid. Such reference product/service may or may not be lowest price item in the marketplace search rather it must meet the technical requirement of ONGC as per parameters in GEM.

Indenting section shall provide the item which matches the specific requirement for creating the bid along with the Indent along with other details. In case, experience criteria and past performance criteria is also required to be incorporated in the bid, the same shall also be provided along with the indent. In case, some conditions, which are not covered in GeM GTC, product/service specific STC and standard ATC library, are required to be incorporated, the same can be incorporated through corrigendum in Request Management System, as per GeM GTC. Indenting section shall provide the same alongwith other details as mentioned above with Indent, duly approved by competent authority as per para 34.1 of IMM Manual.

The option of 'Bid to RA' as available in GeM portal while creating bid, will be utilized for the cases valuing Rs.1.00 crores & above and wherever, item/product/services meeting all the technical requirement is available from at least 3 different manufacturers/service providers in GeM market place. In case of procurement of Goods, as the name of Sellers are not visible in GeM portal while searching for the product, manufacturers may be identified based on the Brands as seen in the GeM market place. Dealing officer shall keep screenshot from GeM portal in this regard for the purpose of record.

Bid validity: The conditions of bid validity shall be as per GeM GTC. While creating the bid, bid validity shall be stipulated as available on GeM portal subject to maximum 45 days.

- 3.2.3 There shall be no EMD/Bid Security for Bids having estimated value less than Rs. 5 lakh. For bids having estimated value more than Rs 5 Lakh, while finalizing Bid, dealing officer shall indicate the exact amount of EMD required to be submitted by bidders.

Further, there shall be no Security deposit/Performance security / PBG requirement for contracts:

- a) Placed under Direct Purchase / L-1 Purchase Option.
- b) Placed through Bids with estimated bid value up to Rs 5 Lakh.

4.0 Step-4: Opening of technical Bids

Technical Bids will be opened by the Dealing Officer on due date for bid opening at 14:00 Hrs. Presence of bidder (supplier) will not be required during bid opening including price bid opening. Extension of tender opening date, if required, shall be done with the approval of competent authority as per para 12.26 of IMM Manual. However, dealing officer inviting the tender must take care of bid lifecycle period while carrying out the extension of bid closing/ opening date and time. Bid Life Cycle is the period within which a buyer has to complete the entire life cycle i.e. technical evaluation, financial evaluation and order creation of Bid process. By default, it is 90 days from the date of Bid publication.

After opening of technical bids, the bids submitted by the bidders be downloaded and sent for technical comments to indenting section. Clarifications may be sought from the bidders as per provisions on GeM portal.

The bid submitted under e-Bidding shall remain valid for period as stipulated by the Buyer in the bid document from the Bid Opening Date (till 24.00 Hrs IST). Bid Validity can be further extended with mutual consent between Buyer and Seller subject to the condition that total Bid Life Cycle cannot go beyond the stipulated time limit as per GeM. Currently, GeM allows to seek bid validity extension only from L-1 bidder after opening of financial / price bid. Hence, all efforts be made to ensure finalization of bids within the initial bid validity to avoid cancellation of tender/ bidding process on account of expiry of bid validity or bid lifecycle validity.

5.0 Step-5: Opening of Financial bid/ Price Bids & Reasonability of prices

- 5.1 After receipt of technical comments, the techno-commercial status of bids would be brought out in the proposal as per the laid down terms and conditions of bid document and response of bidders in GeM, and approval for shortlisting of bidders and for opening of price bids be taken by dealing officer through proper channel (as applicable) from CPA. While seeking approval of CPA for short-listing of bidders for price bid opening, detailed reason along with references to respective clause of bidding document, should be explicitly brought out while rejecting bid during technical evaluation in GeM. Bidders whose bid have been disqualified in technical evaluation by the Buyer, may now review the reasons of rejection and raise a one-time representation to challenge rejection for any incorrect disqualification within 48 hours after technical evaluation is completed by the buyer. ONGC will be required to respond to all such representation before proceeding with the financial bid opening.

The Price bids of the technically acceptable bidders will be opened in GeM by the dealing officer (buyer role in GeM). Ranking is automatically determined by GeM.

- 5.2 If two or more acceptable techno-commercially bidders are found to have quoted identical lowest bid price-
 - i) In case of bids for Goods, Reverse Auction shall be conducted, as per General Terms and Conditions under GeM portal.

ii) In case of Services bids, the agency shall be selected from amongst L-1 bidders through a Random Algorithm run by GeM system.

- 5.3 Reasonability of Rates shall be ascertained as per para 14.1.1 of IMM Manual to be read in conjunction with para 8.1.3 of IMM Manual. For this purpose, data, information and tools available in GeM may also be utilized.

After opening of price /financial bid, GeM gives an option to either place the order or cancel the bid. Therefore, there shall be no negotiations with the L-1 bidder. If it is ascertained that the L-1 price is not reasonable, then a view may be taken to cancel the bid and re-invite the tender and approval of competent authority be sought as per provisions of IMMM.

6.0 Step-6: Placement of Purchase order

- 6.1 Contract/ Purchase Order shall be placed on seller through GeM website only. Copy of administrative & Financial approval and/or the Purchase approval is required to be uploaded on the GeM portal during the process of placing the order/contract. However, for facilitating inspection, acceptance, material accounting and payment, corresponding PO shall be parallelly created in ICE, which however shall not be sent to the seller.

For the purpose of creation of PO, vendor code of seller shall be created by buyer based on the details available in GeM portal. The GSTIN of supplier appears on the contract/ purchase order placed in GeM as well as in system generated GeM online invoice and Bank details of the seller appear in the GeM portal against contract/order details. Accordingly, vendor code shall be got created in ICE and bank details be got updated.

For creation of ICE PO, only the corresponding GeM PO Type (generated number being 4075 series) shall be used in ICE. The GeM contract number shall be entered in the designated field in such ICE PO. As the PO created in ICE is for accounting purpose and all terms & conditions shall be governed by GeM PO, PO created in ICE shall only be released. For preparation of QCC, GRV and processing payment, signed PO will not be required. GeM contract/ PO must be uploaded in Documents area in ICE PO. Amendment to PO for delivery extension if any shall be generated through GeM portal only. In case, the same is not allowed through GeM portal, then only amendment outside GeM portal can be conveyed to seller with the acknowledgement from seller.

The original Delivery Period may be extended by the dealing officer with the approval of competent authority as per para 18 of IMMM. Liquidated Damages (LD), if applicable, shall be determined as per General terms and conditions set forth in GeM portal.

7.0 Step-7: Inspection & Receipt of Materials /services

Indentors shall carry out inspection at destination for orders upto Rs. 25,000 placed through GeM irrespective of the nature of the items. For other orders, Inspection Agency shall be as per Para 21.2 of IMM Manual. Inspection shall be carried out at Source or destination by the inspection agency as specified in the GeM contract and bid document as per terms and conditions mentioned in General Terms and Conditions under GeM Portal. Inspection of Chemicals shall be carried out as per para 21.7 of IMM manual.

For capital items upto Rs.25,000 and other orders valuing more than Rs.25,000, QCC shall be created & issued through ICE. The material receipt process shall be completed first in GeM and then simultaneously in ICE. Corresponding entries in GeM for the receipt of material and its acceptance (CRAC-Consignee Receipt and Acceptance

Certificate which is the step corresponding to inspection & receipt in ICE) will be done by user authorized as consignee in GeM within the time norms to avoid auto CRAC. Consignee must coordinate with buyer (who has placed order in GeM) and respective indenter/QAD to coordinate for carrying out the CRAC process in GeM within the time norms and forward the tax invoice or other documents received with supply to buyer/indenter (as applicable).

In case of services, activity of Log verification and Consignee receipt and acceptance certificate shall be equivalent to acceptance of services i.e. process equivalent to creation of Service Entry Sheet in ICE. Process of CRAC shall be carried out by Indentor who shall be consignee in this case.

8.0 Step-8: Payment

After CRAC in GeM, consignee will immediately forward the tax invoice or other documents received along with supply to executive having buyer role for the said GeM order. Buyer shall create the draft bill immediately. Buyer shall consult finance /PAO for entering the deductions (if any on account of LD, TDS etc.). The draft bill and all other documents (Purchase approval, GeM Contract, CRAC, GeM Online invoice, GEM Draft bill) are available to PAO in GeM in downloadable format. Only the physical copy of tax invoice is provided by supplier/service provider along with supply. So, after creation of draft bill as above, buyer shall forward the tax invoice along with supporting documents (if any), to finance section/PAO for payment. PAO/finance section will approve the draft bill in GeM and then will make the payment through ICE against the tax invoice submitted by the supplier. Thereafter, the GEM integration in ICE for completion of payment process in GeM shall be followed.

It shall be ensured by the stakeholders (Consignee, buyer and PAO) that entire process of payment is completed within 10 days from the date of CRAC to avoid auto payment or violation of payment norms in GeM portal.

9.0 Miscellaneous:

9.1 Incident Management Policy:

Incident Management Policy provides a framework for identification and handling of deviations on GeM portal. A deviation can occur either pre-order placement or post order placement. Work centres will bring cases of deviation/default to the notice of GeM as per process defined in Incident Management Policy on GeM. The process of vendor banning described at para 17.5.2 of the IMMM will not be followed in case of defaults arising out of procurements through GeM.

9.2 Time-norms for completion of activities:

The time for all activities in GeM are specified in the documentation and online **resources** available on their portal and these are to be strictly adhered. In case any process like acceptance of goods is not carried out by the user in GeM within the prescribed time limit, the system will assume that the goods are acceptable and automatically carry out the process by itself at the end of the time limit.

GeM evaluates buyers' performance also on a continuous basis based on parameters like Timely Bid Closure, Timely Order Placing, Timely Acceptance and Timely Payments etc. Completing respective activities well within time frame is of utmost importance to maintain a good buyer rating in GeM portal. Indentor (buyer)/ Consignee/ Payment Authority shall ensure that all corresponding activities in ICE/ GeM are done in the

fastest time so as to adhere to the time limits specified in GeM including updation of vendor bank details etc. Currently, the following time norms have been stipulated in GeM for various activities. However, users shall be required to keep track of changes taking place in GeM by keeping themselves abreast with documentation/ instructions available on GeM portal and strictly follow the time norms stipulated therein.

A. Time norms for activities in GEM related to Procurement of Goods

SI No.	Process/ Activity in GeM	Time allowed(deadline) in GeM)	Action by
1.	Order placement	Within 10 days of carting period for direct purchase / Within bid validity for e-bidding.	Buyer
2	Provisional Receipt Certificate (PRC)	Receipt date to be entered upon receipt of Goods in stores. (within 4 days from the receipt to avoid auto PRC by GeM system)	Consignee
3	Consignee receipt and acceptance certificate (CRAC)	Within 10 days of confirmation of receipt of goods by Consignee in GeM, otherwise auto CRAC will be done.	Consignee in coordination with Indenter/QAD and buyer
4.	Payment in GeM	Within 10 days of CRAC	1. Consignee- for timely forwarding of documents received along with supply to buyer/indenter. 2. Buyer – Submission of Draft bill indicating the deductions, if any, in consultation with paying authority. 3. Approval of draft bill by PAO i.e. Payment authority from Finance Department and payment to vendor as per payment method applicable in GeM.

B. Time norms for activities in GEM related to Procurement of Services

SI No.	Process/ Activity in GeM	Provision and Time allowed(deadline) in GEM	Action by
1.	Order placement	Within 10 days of carting period for direct purchase / Within bid validity for e-bidding.	Buyer

2	Log Diary validation / Consignee receipt and acceptance certificate (CRAC)	<p>Once a Log Diary is generated by the system for a Log Verification cycle, it is available for Consignee's review. Once reviewed by consignee, it is shared to the Service Provider for validation and thereafter to Consignee for final validation as per contract conditions in GEM.</p> <p>Log diary verification interval is the duration for log diary validation is defined as 10 days for majority of the services on GeM. Consignee may impose Service Delivery deductions and apply SLA deductions if observed.</p> <p>Service provider shall be able to raise periodical invoice as per contract only after Log diary final validation by consignee.</p> <p>[for details users should go through FAQ in GEM]</p>	Consignee (Indenter)
3.	Payment in GeM	Within 10 days of generation of invoice by service provider after CRAC/ log diary final validation by Consignee.	<ol style="list-style-type: none"> 1. Consignee (i.e. Indenter)- for timely forwarding of intimation to buyer for creation of draft bill. All the information related to invoicing and deductions be made available by Indenter in consultation with finance (if required) to buyer for creation of draft bill in GeM portal. 2. Consignee (i.e. indenter): to forward the relevant documents to PAO/finance for release of payment 3. PAO- Approval of draft bill by PAO i.e. Payment authority from Finance Department and payment to vendor as per payment method applicable in GeM.

9.3 The GeM portal is continuously undergoing changes to its software as informed by GeM SPV and hence, users will refer extensively to the training resources and documentation available on the website of GeM. There is also a support helpdesk of GeM, the contact details of which are available on their website. Users will resolve their

difficulties with the GeM support helpdesk. GeM has put in place an Escalation Matrix. First level of contact to user is HelpDesk. The first level of interface for the user to address their issues would be the Helpdesk who would register the complaint and provide a ticket to the user to help in tracking the issue. The contact details of first point of HelpDesk are as under(users shall confirm latest contact details from GeM before proceeding for any communication):

Toll free numbers: 1800-419-3436, 1800-102-3436

Web ticket on gem.gov.in/gemtickets

Email id: helpdesk-gem@gov.in

Escalation Desk: The maximum permissible time for resolving the issues relating to GeM operations is 48 hours. In case the issue has not been resolved by HelpDesk even after 48 hours, the user can directly contact the next level through email. The issue specific emails for 2nd level of contact are as under:

1. Buyer Registration, log-in related issues: buyer.registration@gem.gov.in
2. Direct Purchase/L1/PAC: direct.purchase@gem.gov.in
3. BID/RA related issues: bid.ra.gem@gem.gov.in
4. Order process related issues: order.process@gem.gov.in
5. Payment process related issues: payment.process@gem.gov.in

User shall take up the issues directly with the escalation desk only if the issue is not resolved even after 48 hours of generating a ticket with the HelpDesk. User will mandatorily indicate the CRM ticket number while taking up the unresolved issues with Escalation Desk. In the absence of CRM ticket number or requests received directly without first contacting Helpdesk, the Escalation Desk would redirect the mail to Helpdesk. Hence, user will not contact Escalation Desk in first attempt as it would create delay in resolving the issue.

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