

CMS 2.0 – Enhanced Catalogue Management System on GeM

Based on insights acquired from stakeholders – OEMs, Resellers, MSEs, Industry representative Organizations and Buyer Entities, GeM shall be implementing enhanced Catalogue Management System (CMS 2.0). The primary objective of CMS 2.0 is to offer higher level of ownership & accountability to OEMs & its Approved Resellers while maintaining “Efficiency, Transparency & Inclusiveness” of GeM.

Product Categories on GeM will now be classified into four quadrants (groups) based on the nature of the Products offered, profile of Stakeholders (Buyers/Sellers) and Business Intelligence derived from the transaction data available on GeM platform.

1) CMS Quadrant 1 (CMS Q1):

Product offers in categories under this group will be solely offered by GeM validated OEMs.

- OEM shall be exclusively offer and transact these products, and be responsible for maintaining currency and sanity of catalogue and its offer in the MarketPlace.
- OEM shall be absolutely and exclusively responsible and be legally liable for sanity and quality of offers including Warranty and After Sales Service obligations

Role of GeM: For this group, GeM will do one time OEM white-listing and keep oversight for any deviation from OEM commitment with appropriate response and action. GeM shall provide an online panel to all such OEMs for listing and managing the MarketPlace.

2) CMS Quadrant 2 (CMS Q2):

OEMs shall operate MarketPlace subject to providing its complete list of Open market authorized sellers along with formal commitment to list and maintain all appropriate and current Product Catalogue for pairing by its Resellers.

Authorize Resellers shall be responsible for the following:

- Pair the Product offered with the already existing Product Catalogue created by the OEM (please note that Authorized Resellers will not be allowed to create new Product Catalogue).
- Update their Offer Price (within the Pricing Framework defined by OEM), Stock and Delivery Locations solely at their own discretion.

Role of GeM: GeM shall continuously review specially with reference to availability, currency and geographical coverage of Products offered and wherever needed, share list of vendors currently operational on GeM with their rating for consideration of OEM for authorization.

3) CMS Quadrant 3 (CMS Q3):

Product offers in categories under this group can be from OEMs and/or their Authorized Resellers concurrently. In case OEM has not created Product Catalogue, Authorized Resellers of OEMs are also permitted to do the same.

OEM shall be responsible for the following:

- Maintain the Catalogue by adding/updating the Products, Specifications, MRP & Offers specific to Product
- Provide list of all its resellers and shall respond as per Service level commitments to queries relating to Products Specifications and/or verification of a Reseller, failing which they shall own responsibility of all and every fall out, by any act of such Resellers and/or offer of an insane catalogue.
- Validating & verifying the Catalogue uploaded by Reseller
- Assume all responsibility and legal liability for sanity and quality of offers including Warranty and After Sales Service obligations

Authorize Resellers for OEM shall also be responsible for the following:

- Create the Product Catalogue in case not already done so by the OEM (please note that all Product Catalogue created is subject to approval or deemed of OEM)

Role of GeM: For this group, GeM may undertake validation & verification of the Product Catalogue created by OEMs and/or Authorized Resellers.

4) CMS Quadrant 4 (CMS Q4):

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

Role of GeM: Product and/or Offers in this category shall be fully moderated and controlled by GeM from entry, sanitization and market operations perspective.