Government e Marketplace (GeM)

SOP for validating vendor experience and certification in services

Version 3.0

Table of Contents

Metadata of the standard

S. No.	Data elements	Values
1	Title	SOP for validation vendor experience and certification in services
2	Drafted By	QCI/GeM PMU Team
3	Reviewed By	GeM Services Committee
4	Approved By	Competent Authority of GeM
5	Brief Description	This document covers the SOP for validation of certifications and project experience of service providers registering under services. It defines the steps that will be taken to Approve or Reject a service provider for offering service on the marketplace.
6	Target Audience	Buyers & Sellers registering on GeM Portal under services GeM Officials
7	Publisher	GeM
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11	Periodicity of Update	As Applicable

1. Abbreviation

S. No.	Abbreviation	Description
1	GeM	Government eMarketplace
2	QCI	Quality Council of India
3	SOP	Standard Operating Procedure
4	API	Application Program Interface
5	FSSAI	Food Safety and Standards Authority of India
6	BIS	Bureau of Indian Standards
7	PSARA	Private Security Agency Regulation Act
8	CIRBC	Central Insecticides Board and Registration Committee
9	ISO	International Organization for Standardization

2.Flow for Service Approval

2.2. Validation of Certification

Details validated by QCI under certification are as follows:

- Company name
- Mandatory certification (if applicable)
- Validity
- State for which license has been issued

The process followed for validating certification is as follows:

1. **If API available**

API is available for the following certification/license:

- **FSSAI** (For Example {as of this date}: Mandatory certificate required for canteen service, catering service, packaged drinking water service and healthcare kitchen and dietary service)

  Link   for   validation source:https://foodlicensing.fssai.gov.in/foscorus/foscorus.asmx?op=Bind_LicenseDetailsForGem

- **BIS** (For Example {as of this date}: Mandatory license required for packaged drinking water service)

  Link for validation source: Validated from the weekly updated BIS API created by GeM. Data shared by BIS on weekly basis.

2. **If API not available**

Manual check through website. Following certificates/licenses available on GeM portal are checked through respective websites:

- **PSARA** (For Example {as of this date}: Mandatory certificate for security manpower service and healthcare security service) Link for validation source:

  https://psara.gov.in/License_rpt.aspx

- **CIBRC (Rule 10 3-A) Form VI-C/ Form VIII** (For Example {as of this date}: Mandatory for pest control service)

- **Meity Empaneled and STQC Audit** (For Example {as of this date}: Mandatory for Cloud related Services) Link for validation source: http://meity.gov.in/content/gi-cloud-meghraj

- **ISO Certification** (For Example {as of this date}: Voluntary Certification)

2.3. Validation of Project Experience

Step 1: Send a confirmation email for verification to the buyer department (contact details as provided by the service provider)

Details shared in the email are as follows {as of this date}:

- Work Order Number

- Project Duration

- Project Value

  Confirmation (Y/N) and Remarks captured

Step 2: Rigorously follow up with the buyer department for 4 working days via phone call (contact details as provided by the service provider).

Step 3: Send reminder email to the department every 2nd day i.e. Two reminder mails will be sent to the buyer within 4 working days

Step 4: Action taken on the 5th day will be as follows:

- In cases where positive confirmation is received, the form will be **Approved the very same day.**

- In cases where we receive no response (within the TAT) after completing all the above steps, the project experience will be considered as **deemed to be approved.**

- In cases where we receive a negative response, the form will be **Rejected** as buyer confirmed that the information shared was wrong/incorrect.

Note: At any stage if we receive a negative response from the buyer department, the from which was deemed to be approved will be Rejected and brought down from the marketplace the same day as buyer confirmed that the information shared was wrong/incorrect.
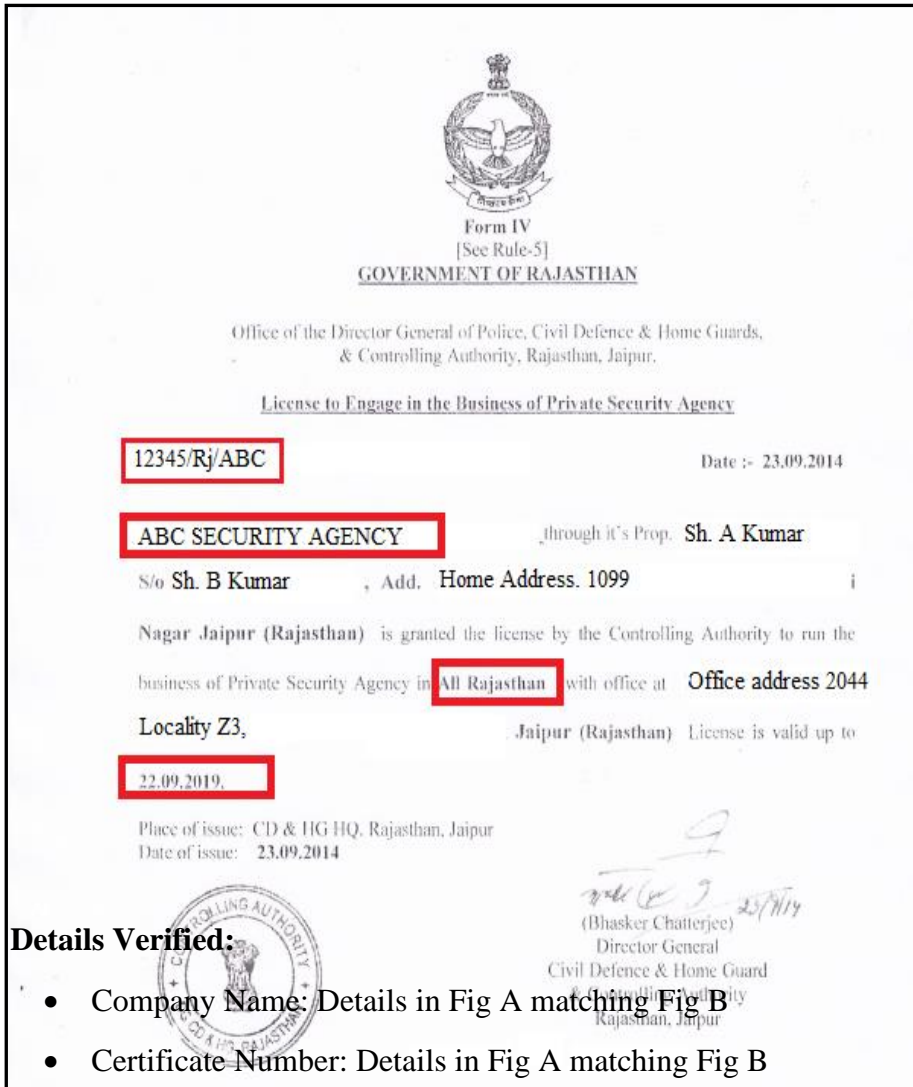
3. Statuses

Approved: If the details entered in the form (certification or project experience or both) are all confirmed and validated, only then the service approval request/form is approved.

Rejected: Partial approval is not allowed as of now. The details entered should be correct for the form/ service approval request to be approved

Example of Approved Details under Certification (PSARA Certificate):

Fig. A

Fig. B

Details Verified:

- Company Name: Details in Fig A matching Fig B
- Certificate Number: Details in Fig A matching Fig B
- State Name: Details in Fig A matching Fig B
- Expiry Date: Details in Fig A matching Fig B

Example of details approved under Project Experience (Security Manpower Service):

Fig. A

Fig. B

Details Verified:

- Company Name: Details in Fig A matching Fig B
- Order Number: Details in Fig A matching Fig B
- Project Start and End Date: Details in Fig A matching Fig B

- Department Name: Details in Fig A matching Fig B
- Project Value: Details in Fig A matching Fig B

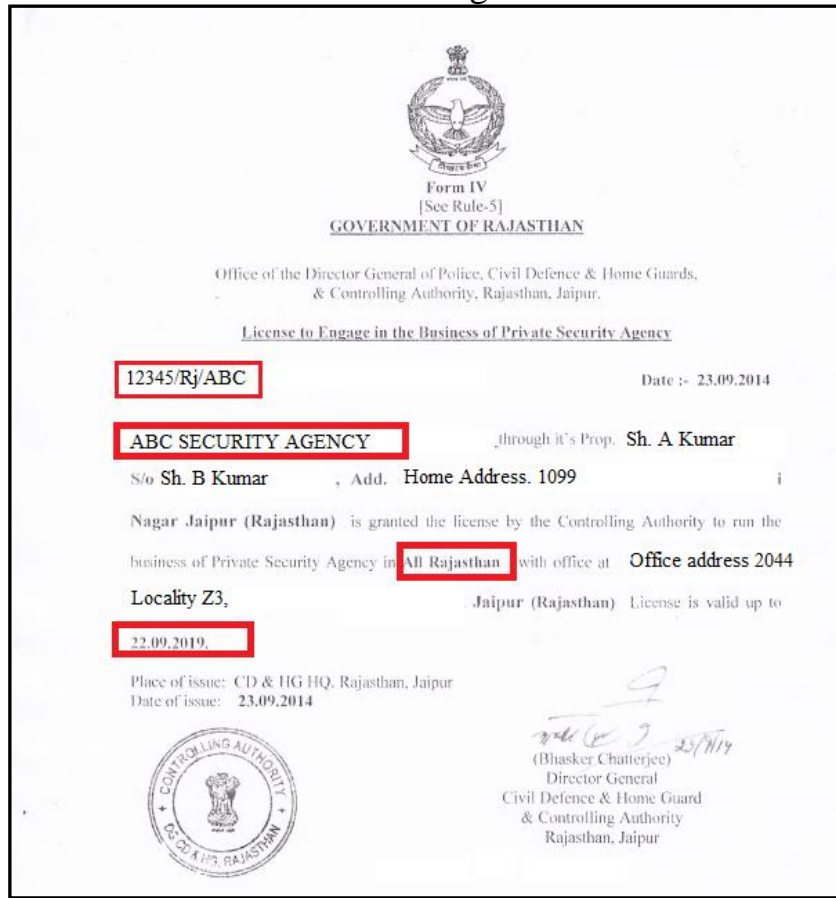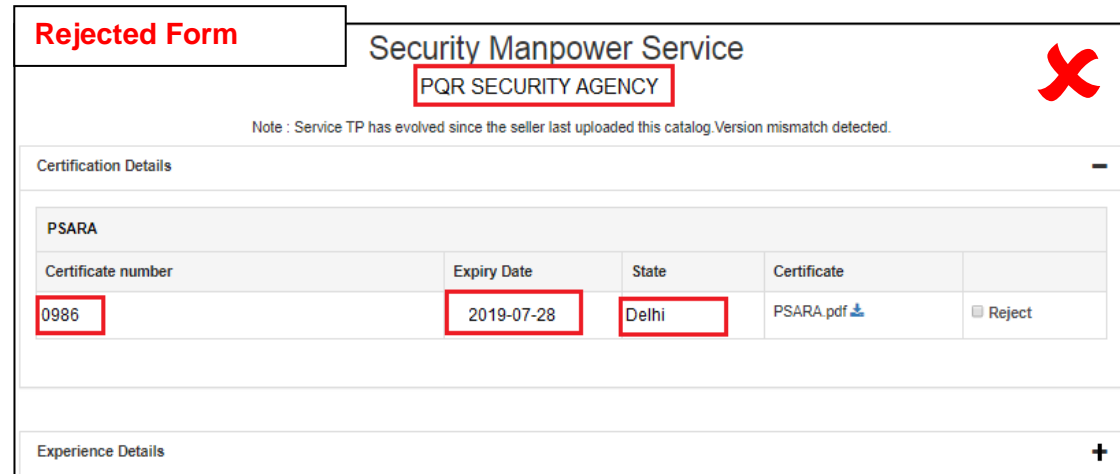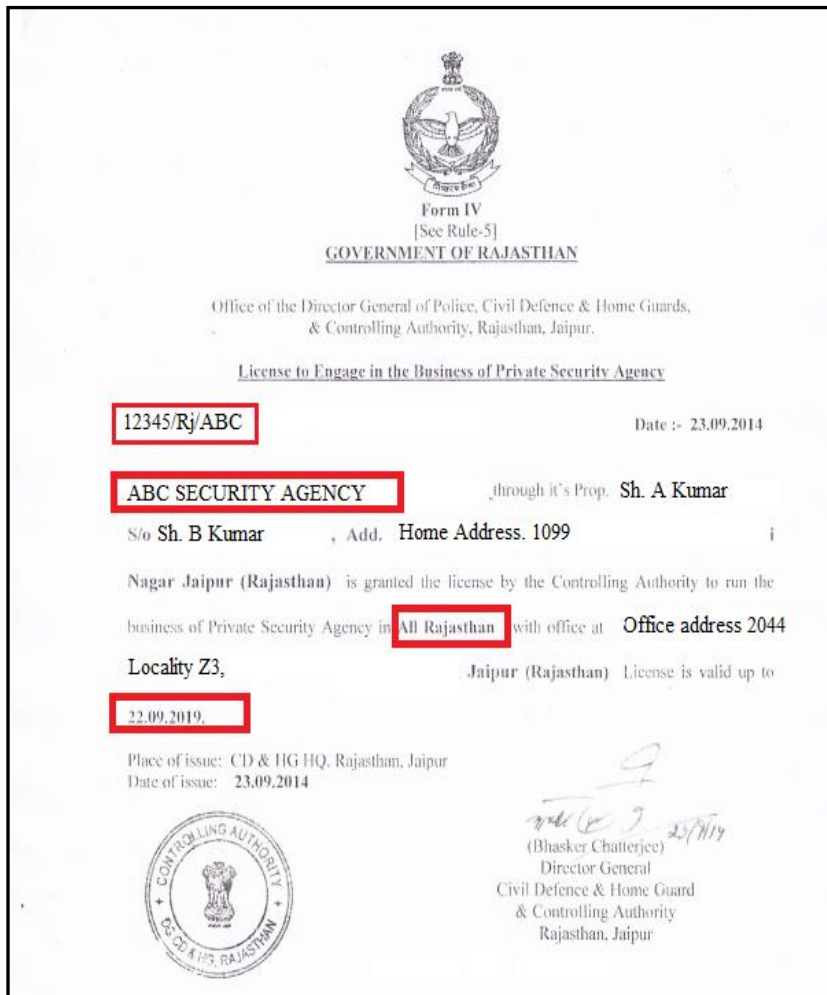**Example of details rejected under Certification (PSARA Certificate):**

Fig. A

Fig. B

Details Verified:

- Company Name: Details mismatch in Fig A & Fig B
- Certificate Number: Details mismatch in Fig A & Fig B
- State Name: Details mismatch in Fig A & Fig B
- Expiry Date: Details mismatch in Fig A & Fig B

Example of details rejected under Project Experience (Security Manpower Service):

Fig. A

Fig. B

Details Verified:

- Company Name: Details mismatch in Fig A & Fig B
- Order Number: Details mismatch in Fig A & Fig B
- Project Start and End Date: Details mismatch in Fig A & Fig B

- Department Name: Details in Fig A matching Fig B
- Project Value: Details in Fig A matching Fig B

Note: The total time for QCI Validation is 5 working days per service provider.

Note: If the buyer department fails to respond to the confirmation mail withing 5 working days TAT, the project experience will be considered as deemed to be approved.

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