IT Procurement Policy through GeM

University of North Bengal
Computer Centre & USIC

INTRODUCTION

Government e Marketplace (GeM) facilitates online procurement Goods & Services of common use required by various Government Departments / Organizations / PSUs. GeM aims to enhance transparency, efficiency and speed in public procurement. It is also providing the tools of e-bidding, reverse e-auction and demand aggregation to facilitate the government users, achieve the best value for their money.

This document will describe the outline of the procurement process of IT equipment and peripherals through GeM portal. Any procurement done by using the University General Financial Rule, not through GeM, is outside the scope of this document.

Key Stakeholders

Primary Requestor
Academic & Administrative departments of the University

Approving Authority
Finance Committee & Hon'ble Vice-Chancellor

GeM Buyer
System Manager, Accounts Officer

GeM Consignee
USIC, Computer Centre

GeM PAO
Finance Officer

GeM University Contact & Dispute Resolver
Registrar

Product ownership
Primary requestor, i.e., Academic & Administrative departments of the University

Step-by-step Purchase process

- Financial sanction by the Purchase Committee for purchase

- Communication of the approvals to the Head, Computer Centre and respective departments by the Secretary, Purchase Committee.

- Finalize the requirement in terms of the technical specifications of individual item by the Computer Centre officials in consultation with the Head/member of the respective departments.

- In GeM, add each individual items with required quantities with consideration of following two points

  - Add items to cart with locking period of 10 days.

  - Best item available not exceeding the amount sanctioned to be opted.

- Share the comparison sheet for each individual items by Head, Computer Centre to Finance Officer

- Communication of purchase approvals by Finance Committee and / or Purchase Committee, by the Finance Officer to Head, Computer Centre.

- Order approved items in GeM, which were previously added, by the Computer Centre representative and sharing the order information with the Head, USIC. Every purchase order on GeM may need to consider the following constraints during order processing.

  - Placing of order is not possible if 10 days is over from the date of inclusion into cart.

  - Placing of order is not possible if the items added into the cart is not available any more (i.e. withdrawn by the vendor)

  - Vendor details will be disclosed by GeM only after placing the orders for direct purchase. Therefore, no control over who is going to deliver and from where it will be going to be shifted. So vendor rating is not available during order processing.

- There is 5-day window in GeM for the vendors to accept or decline the order.

- In case of unavailability of any products at the time of placing order or in case of declination by vendor after placing order in such cases procurement starts again from finalize the requirement to item added to cart.

Product Received and verification

- The Head, USIC will be responsible receive consignment and update the receive status in GeM

- Representative of USIC will do the primary validation/verification check of product received and create/update the entries in the equipment repository. One point to consider here is that GeM is having a window of 5 days to refund a faulty item.

Installation

- Unless specified by the seller, representative of Computer Centre will install the necessary licensed software, those centrally procured by CIRM, like different variants of Windows OS and Microsoft Office.

- Hardware installation of any equipment, if mentioned by the vendor, will be done by the vendor or vendor representative.

- USIC will inform the respective departments to collect the items along with invoices and warranty documents.

Warranty

- If available, the equipment should be purchased with a default warranty of 3 years.

- All warranty information will be administered by USIC.

- USIC will be responsible to follow up with the OEM or vendor for resolution of any issues in the warranty period.

- USIC will renew the warranty, if needed, on completion of the post procurement warranty period.

Payment

USIC sends relevant stock entries and share invoices with the Finance Officer and Finance Officer arranges the payment to seller and inform the seller through update payment process in GeM portal and to the Head, Computer Centre for closure of the purchase.

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Vice Chancellor, University of North Bengal

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