

GOVERNMENT E-MARKET PLACE

TRANSITION
FRAMEWORK
GEM 2.0 TO GEM 3.0



DRAFT



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CHAPTER 1

INTRODUCTION & OBJECTIVE

1.Introduction and objective

Government eMarketplace (GeM), has been envisaged by Government of India as the National Procurement Portal of India. In order to shift to a more efficient procurement ecosystem, GeM will provide a common, unified and transparent portal for procurement of goods and services. GeM will cover all Government organizations, ranging from Defense establishments to local bodies in procurement of commonly used goods and services. GeM has further entered into MoUs with 17 State Governments¹ for their related procurement and is in the process of onboarding more states. In its journey up till now, GeM has achieved 2000+ crores of INR transaction (Gross Market Value) and is continuing to grow exponentially.

GeM strives to keep pace with ever-evolving technological challenges and stake holder aspirations and in line with this endeavor, GeM is coming with a scaled up version. GeM 3.0 will provide a more robust and flexible software platform and will be a major step in propelling GeM to become a truly world class e-marketplace. On the coming 26th Jan, 2018 the upgraded version of GeM 3.0 would be launched.

Summary of some of the key enhancements and increased functionalities proposed (but not limited to) in GeM 3.0 are as follows:

1. **Standardized and enriched catalog management**

- Well defined data-types for defining catalog features and its codification
- Clean catalog: Real-Time Integration with OEMs for product specifications and their authorized resellers
- Rich comparison of products

2. **Powerful search engine**

3. **Price comparison using third party sites – multisource and real time**

4. **Template based and enhanced Bid & RA process – ready to use and streamlined**

5. **Demand aggregation**

6. **E-EMD (e-EMD) and e-Performance bank guarantee (e-PBG)**

7. **Performance based user rating**

8. **Online vendor assessment (optional)**

9. **Market based - bunching of products and services**

10. **Multi-cart functionality**

11. **Services based on quality features in the market place**

12. **More services with bid and RA facility**

¹ As on 22 Nov 2017

13. **WYSIWYG - Content Management System** - Web based Content Builder to manage content on the web portal.
14. **Special terms and conditions for specific category of products and services**
15. **Multilingual platform** – Support for multiple languages
16. **Highly configurable business rule engine.**
17. **Secure bid process (involving encryption, eSigning and Hash module)**
18. **Further systematic checks and balances built in for user guidance**
19. **Micro services architecture**
20. **Advanced analytics**
21. **Detailed audit trail via versioning**
22. **Template based notification system**

As part of the preparatory work to move to GeM 3.0, a transition framework is being defined to ease the migration process for all stakeholders involved. As we are earnestly working towards making this a grand success, in order to achieve the same, support of all stakeholders involved will be critical. Therefore, this document outlines the broad transition framework within which the GeM and other related stakeholders would be required to operate. The key objectives of this transition will be to ensure:

- Overall seamless transition from GeM 2.0 to GeM 3.0
- Zero data loss
- Continuity of operations for past business as usual
- Minimize downtime and disruption of GeM's business offering
- Transition related communication with all related stakeholders

This document also highlights an Inclusive Consultation & Communication Strategy being adopted by GeM to ensure inputs and feedback of key stakeholders is incorporate while planning the transition.

CHAPTER 2

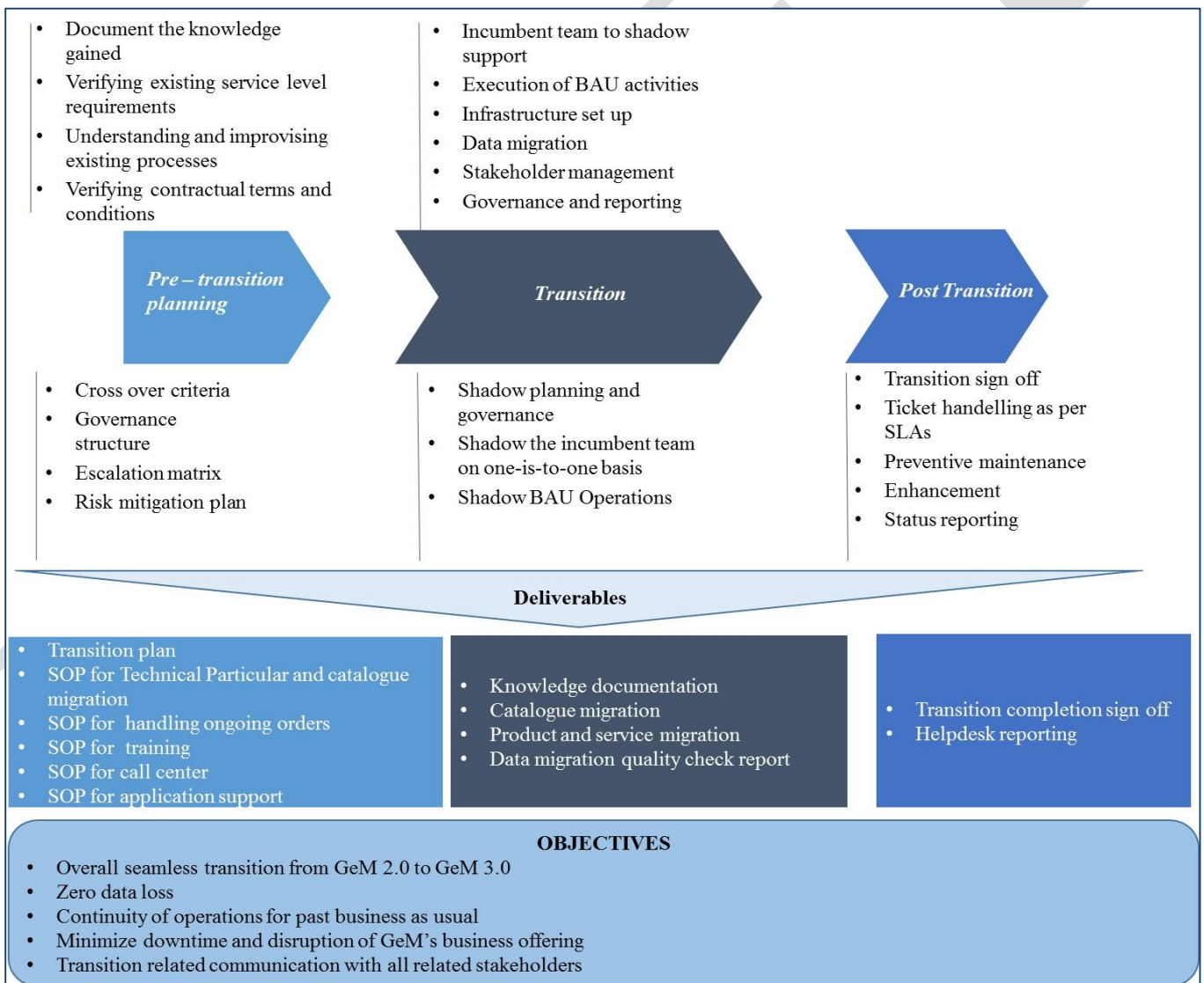
TRANSITION FRAMEWORK

2. Transition Framework

The transition framework would comprise of three distinct phases in line with Six Sigma Transition Driven Approach namely:

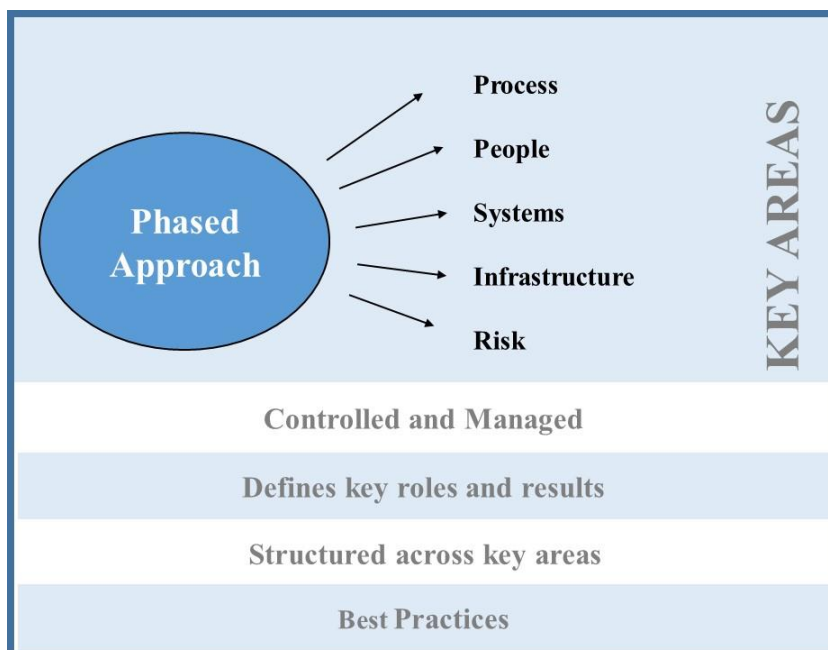
1. Pre-Transition
2. Transition
3. Post Transition

The summary of the transition framework from GeM 2.0 to GeM 3.0 is depicted in the figure below:



2.1. Pre transition phase

The pre transition phase would primarily cater to the requirements gathering, its documentation, transition planning and related resource alignment in terms of people, process, systems, infrastructure and their risk management. The transition plan would encompass amongst others, the probable risks involved in the transitions and its proposed mitigation plan, the governance structure, quality assurance framework, cut over dates along with criterion etc.



The Transition planning stage aids in documenting the “As-is” state in terms of People, Process, and Technology to the “To-Be” state and lays foundation to defining the transition plan.

As part of the transition planning, standard operation procedures (SOP) would be across key areas to define and help validate the transition process. SOPs in the following areas would be deployed:

- 1. TP & Catalogue migration** – This would involve identification of the process, sources of data to be leveraged for framing the TPs, sanitization of products vis-a-vis new TPs, ensuring corrective measures from seller end are taken and migrating the catalogue for GeM 3.0
- 2. On-going orders** – For in-flight orders where the bid has gone live before 1 Jan, 2018, SOP will be defined to lay out guidelines for order processing and payment etc.
- 3. Training module** – Since GeM 3.0 would be a step change in terms of added functionalities and features, detailed training modules will be created to sensitize buyers, sellers and internal stakeholders such as helpdesk, call center and partners etc.
- 4. Call center** – Management of queries related to transition and post-transition phase and mitigation of associated risks will be built in to support functionalities of the call center.
- 5. Application support** – Dedicated support for new GeM 3.0 application post launch to be readied.

The transition interventions in terms of process, people, system, infrastructure and their related risk are described below:

2.1.1. Process

All the GeM 2.0 processes namely Buyer and Seller Registration, Product and Service Sanitization, Product and Service purchases through L1, RA and Bidding, Payment etc. would be migrated to GeM 3.0 with improvements. This would be done by following **Inclusive Consultation & Communication Strategy** for all processes. This process has been described in detail as part of Chapter 3.

2.1.2. People

This would involve transition of key resources involved from incumbent GeM 2.0 team into GeM 3.0. Since GeM 3.0 will feature new, improved functionalities and processes, it would be imperative to clearly define roles & responsibilities for the resources to effectively execute the GeM 3.0 mandate. Therefore, the resources' current roles and responsibilities, and level of involvement will be mapped with the roles and responsibilities of GeM 3.0.

Transition of people would also follow phased transition, where Managed Service Provide (MSP) team would:

1. First **Shadow** the incumbent GeM 2.0 team as the existing team would provide hands-on experience of production support operations. This would involve complete analysis of the issue / problem scenario, be it looking at the historical data in the database or related report etc. to understand the reason for the issue and then provide the required resolution to the stakeholder. This would also involve taking up a few change requests for development and deployment.
2. The next step would be **Reverse Shadow** where the MSP team members would be responsible for providing hands-on maintenance and operations of GeM 3.0 and the 2.0 team would give shadow support.

2.1.3. System

This step would verify the existing systems and migrate the ones approved by GeM SPV to GeM 3.0.

This would include:

- Governance structure of GeM 3.0 – Internal governance structure for GeM organization
- Sanitization system of products and services – Improved sanitization to facilitate seamless search & discovery
- Cross verifying the current Terms and Conditions and Service Level Requirements – Validation & definition of clear terms & conditions, SLAs to ensure smooth buying experience
- Training system (User Manuals, Online Training, Classroom Sessions) – Revamping training system to sensitize stakeholders to requirements of GeM 3.0
- Helpdesk and ticketing system – Upgradation of information to enable continue support for GeM 3.0

2.1.4. Infrastructure

The infrastructure migration would involve both Environment and Data Migration

Environment Migration for all the three environments i.e. Development, Testing and Production would be done by December, 2017 after hardware testing and image creation of all the environments.

Data Migration would be done in phases:

1. **Catalogue Migration** will be done in a two pronged approach:
 - a. For major OEMs the catalogues of the products and services that are currently available in the market would be requested. Based on these catalogues the TP for the categories would be prepared and finalized. Basis this finalized TP, all old items would be migrated in to GeM 3.0. All non-conforming items would be discarded.
 - b. For all categories beyond these, the data would be sanitized AS-IS and migrated to GeM 3.0. Migration would happen only as sanitized data of products and services. To ensure timely sanitization and transition and mitigate risks, Product or Service category addition would continue on GeM 2.0 only up to 30th November, 2017 and will resume with GeM 3.0 launch. However, listing under categories by sellers and service providers will continue even after 30th November 2017 but all listing that will be approved will reflect post 26th Jan 2018.
2. **User Data Migration** will be done in steps with migration of top sellers data foremost. This will be followed by migration of one buyer organization and then all the buyers of that organization. Post this, it will be done for all other users. Similar approach would be adopted for sellers migration as well. As part of this, multiple steps would be taken such as rectification of existing data, population of mandatory fields etc.
3. **Transactional Data** would not be migrated and a link would be provided for the view of older transactions. In view of the same, **all Bids post 31st December, 2017 would be done on GeM 3.0** while the ongoing bids would continue on GeM 2.0 and their data could be viewed later through the mentioned link. However, for orders in-flight, data will be migrated selectively.
4. **Setting up cloud ICT** infrastructure for both Primary and DR sites for testing, Development and production. Hybrid cloud infra will be explored keeping in mind multiple considerations of sensitivity and confidentiality of data for select GeM buyers.

2.1.5. Risk

To ensure a successful and seamless transition, both system and administrative risk are their related mitigation measures are being built in. Some of the key risk and their mitigation strategy are depicted below:

Area	Risk	Mitigation
System	Migration not completed	Sufficient migration iterations and testing on migrated data planned, starting end of December to ensure smooth transition during migration
System	Environment not scaling up	Environment testing and dry runs planned ahead of launch to ensure all environment related testing is completed
System	Integration not completed	There are number of integrations to be done which are tracked closely. UAT is planned to be done on the integrated environment.
Admin	Inadequate Information Sharing	Inclusive consultation process is planned.
Admin	UAT not signed off	The modules that are completed are planned to be moved to UAT in agile mode to ensure sufficient time for testing

A monitoring tool is available for analyzing all hardware, software as well transactional parameters of GeM 2.0. Impact Analysis of all the above four migrations to be done and a risk mitigation plan to be prepared for the same.

2.2. Transition phase

In this phase, the actual transition from GeM 2.0 to GeM 3.0 would take place in line with the transition plan defined in pre-transition phase. The data migration from GEM 2.0 that includes data verification and sanity check of data is a major activity. The change in access point (URL) will take place during transition. Setting up replication from TATA communication cloud to NIC cloud complete data and it will act as Near primary site DR. Complete codebase and data will be replicated. More importantly, during the transition phase, cross-over for stakeholders from GeM 2.0 to GeM 3.0 will be phased in a timely manner. Therefore, cross over criteria as part of the transition phase have been laid out below.

Cross over criteria: In order to facilitate a seamless transition, following set of timelines have been defined for cross-over that stakeholders will need to be aware of:

1. In order to minimize operational risks for stakeholders, certain additions on the current portal (i.e. GeM 2.0) would be temporarily halted and would resume post GeM 3.0 launch:
 - a. New bids on GeM 2.0 will be accepted up to 01-Jan-2018 and will resume on GeM 3.0 post 26 Jan, 2018
 - b. New categories will be added on GeM 2.0 up to 30-Nov-2017 and will resume on GeM 3.0 post 26 Jan, 2018
 - c. Listing of new products will be added on GeM 2.0 up to 31-Dec-2017 and will resume on GeM 3.0 post 26 Jan, 2018
 - d. Buyer/seller registration will be done on GeM 2.0 up to 31-Dec-2017 and will resume on GeM 3.0 post 26 Jan, 2018
 - e. New features will be added on GeM 2.0 up to 17-Nov-2017
2. During the transition phase, multiple changes will also be integrated internally to enable the platform for launch:
 - a. TP migration for use on GeM 3.0 would be started wef 27-Nov-2017
 - b. Sanity migration of buyer, seller, catalogue to GeM 3.0 wef 18-Dec-2017
 - c. Seamless integration with Aadhaar, e-mail, MCA, PAN, etc. will be ensured

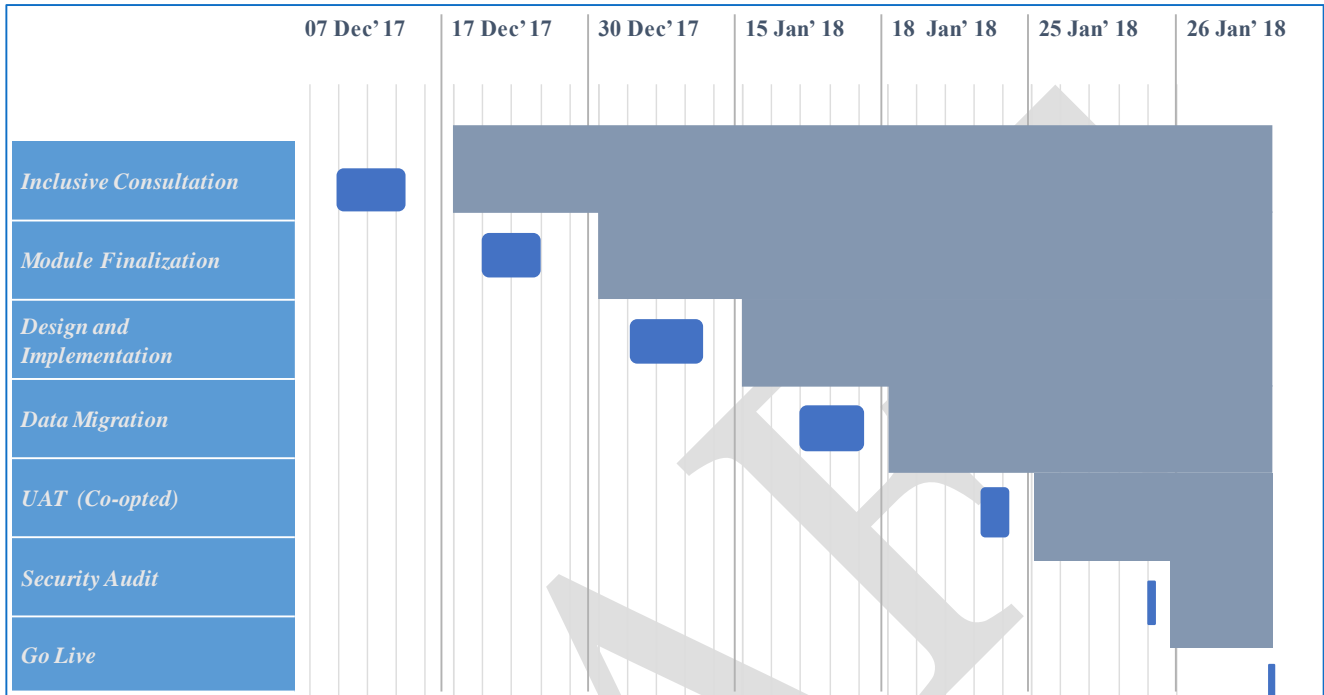
2.3. Post transition phase

In post transition phase, the following key tasks would be carried out:

- Transition from incumbent sign-off successfully with MSP in Primary Support
- List of deferred/open items/CRs/defects to be identified and base lined
- Helpdesk to be integrated into new Helpdesk / Contact Center and operational for incident management
- Governance and Status Reporting to be in place to review and prioritize maintenance activities
- Full-fledged ICT Infra for production to be setup
- Separate security zones for hosting servers for internal and external functionalities to be created
- Audit and certification of Infra, Application, etc. to be carried out

2.4. Transition timeline

The overall timeline for the transition from GeM 2.0 to Gem 3.0 is provided below:



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CHAPTER 3

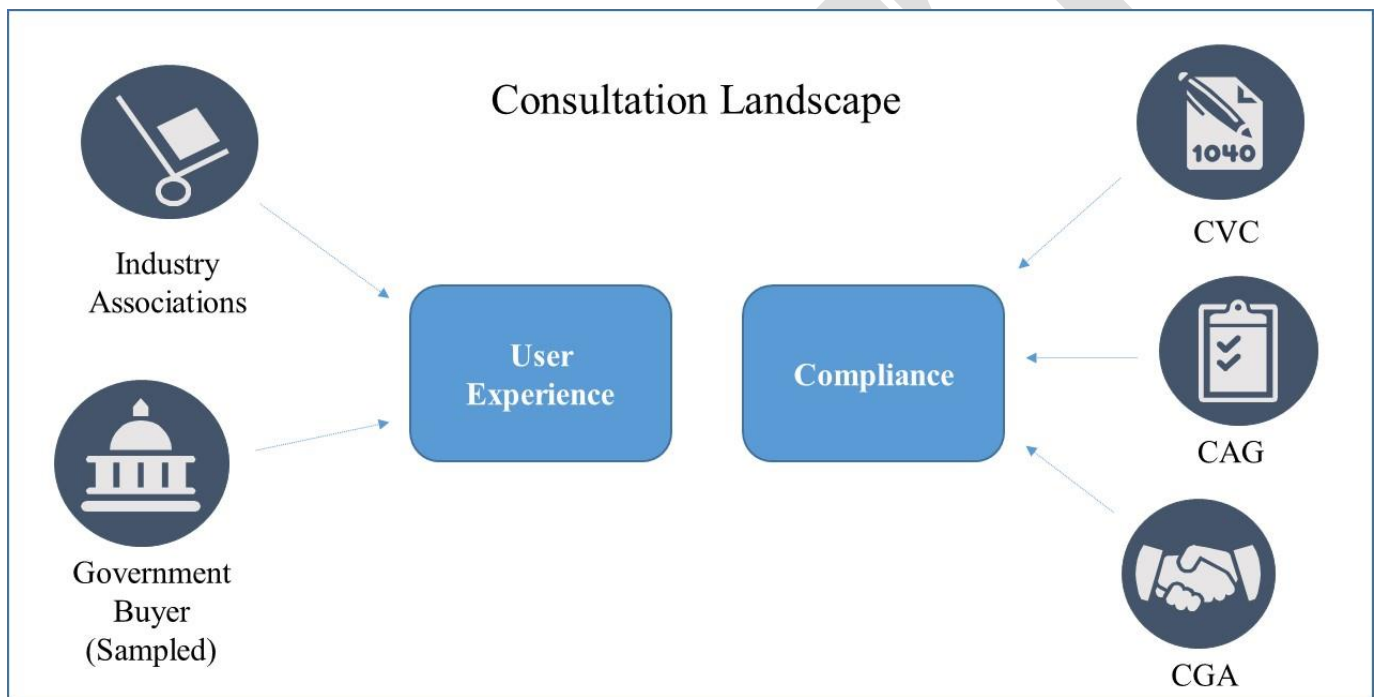
Inclusive Consultation & Communication Strategy

3. Inclusive consultation & communication strategy

In order to finalize the modularity of processes in GeM 3.0 we would follow an **Inclusive Consultation & Communication Strategy**.

The idea is to involve all the stakeholders and improvise all the GeM 2.0 processes like Buyer and Seller Registration, Product and Service Sanitization, Product and Service purchases (L1, RA and Bidding), Payment etc. in GeM 3.0.

The below diagram depicts the Consultation Landscape:



The process would involve

- Draft workflow of modules to be shared with **Selected Stakeholders** namely Buyer and Industry Associates for their opinion and feedback on process improvisation. Calendar of events to be shared with details of scheduled consultations.
- **Module Specific Standing Committee** would then provide specific inputs to help standardize processes
- Filters relating to procurement policy, search & discovery etc. will also be implemented in consultation with domain ministry (MSME, DIPP, MeitY)

The inclusive consultation process would include the following modules for discussion

Consultation Date	Module	Audience	Channel
24-Nov-17	Catalogue Management System - Product	Industry Associations, Buyer,	GEM Samwaad GeM portal GeM 3.0 consultation room
25-Nov-17	Transaction - BID / RA	Industry Associations, Buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
25-Nov-17	Vendor Rating	Industry associations, Buyer	GEM Samwaad GeM portal GeM 3.0 consultation room
27-Nov-17	Vendor Assessment	Industry associations, Buyer	GEM Samwaad GeM portal GeM 3.0 consultation room
28-Nov-17	Registration - Admin User	Industry Associations, Buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
29-Nov-17	Registration -Buyer	Buyer	GEM Samwaad GeM portal GeM 3.0 consultation room
30-Nov-17	Registration -Seller	Industry Associations,	GEM Samwaad GeM portal GeM 3.0 consultation room
30-Nov-17	Registration – Third party users [CA / Bank / QA / Inspection agency]	Industry Associations, Buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
29-Nov-17	Product - Registration	Industry Associations, Buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
01-Dec-17	Market - Listing / Inventory Searching	Industry Associations, Buyer	GEM Samwaad GeM portal GeM 3.0 consultation room
04-Dec-17	Transaction - DP	Industry associations, buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
05-Dec-17	Order Fulfilment	Industry Associations, buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
05-Dec-17	Payment Integration	Industry associations, buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
06-Dec-17	Demand Aggregation	Industry associations, buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room
07-Dec-17	Contract Management	Industry associations, buyer, CVC, CAG and CGA	GEM Samwaad GeM portal GeM 3.0 consultation room

Chapter 4

Stakeholder responsibilities

4. Stakeholder Responsibilities

This section defines the transition features impacting stakeholders and their responsibilities in order to attain a seamless transition into GeM 3.0.

The three stakeholders involved in the process are:

1. Buyers
2. Seller/Service Provider
3. Partners

Some of the key aspects finalized as part of the transition plan which would be applicable to all the Stakeholders are as follows:

	Buyer	Seller	Service Provider	Partner
User Credentials	The Buyer can expect a seamless transition into GeM 3.0 in terms of registration. They will not be required to re-register in GeM 3.0 and all their information would be transitioned ensuring complete confidentiality.	The Seller can expect a seamless transition into GeM 3.0 in terms of registration. They will not be required to re-register in GeM 3.0 and all their information would be transitioned ensuring complete confidentiality.	The Service Provider can expect a seamless transition into GeM 3.0 in terms of registration. They will not be required to re-register in GeM 3.0 and all their information would be transitioned ensuring complete confidentiality.	NA
User Transaction History	The Order History will not be migrated except for Services Orders where required in GeM 3.0 and would be available for viewing through a link provided in GeM 3.0	The Order History will not be migrated in GeM 3.0 and would be available for viewing through a link provided in GeM 3.0	The Order History will not be migrated except for Services Orders where required in GeM 3.0 and would be available for viewing through a link provided in GeM 3.0	NA
Integration with Third Party	NA	NA	NA	Since we are moving to a new platform both in terms of application and hosting. The API integration would be carried out again
New Category	NA	Any new product categories to be created only till 30th November 2017. Any new category addition would be in GeM 3.0 hence.	NA	NA
Product/Service Upload	NA	Only approved Products (subject to further sanitization) would be migrated to the GeM 3.0 platform.	Only approved Service (subject to further sanitization) would be migrated to the GeM 3.0 platform.	NA
Ongoing Bids	Bids post 1st Jan 2018 would be conducted on GeM 3.0. However, all ongoing bids would continue on GeM 2.0.	All Product Bids post 1st Jan 2018 would be conducted on GeM 3.0. However, all ongoing bids would continue on GeM 2.0.	All Transport Bids post 1st Jan 2018 would be conducted on GeM 3.0. However, all ongoing bids would continue on GeM 2.0.	NA

	Buyer	Seller	Service Provider	Partner
New Category	NA	Ensure any new product category addition before 30th November 2017.	Ensure any new service category addition before 30th November 2017.	NA
Product/Service Upload	NA	Ensure review and sanitization of all uploaded products before 30th November 2017. Track all rejections and timely re-sanitize before the deadline	Ensure review and sanitization of all uploaded products before 30th November 2017. Track all rejections and timely re-sanitize before the deadline	NA

Note

- Correction of data wherever required may need to be done by the Buyer Seller/Service Provider
- Although all care would be taken for seamless transition of data from GeM 2.0 to 3.0, however any untoward incident can be reported at helpdesk-gem@gov.in

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