STANDARD OPERATING PROCEDURE
For

Validation of Service Provider

By

RITES LIMITED

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A. List of Acronyms

Acronyms	Full Form
GeM	Government e-Marketplace
RITES	Rail India Technical And Economic Service
SOP	Standard Operating Procedure
CPSEs	Central Public Sector Enterprises
SPSEs	State Public Sector Enterprises
PSU	Public Sector Undertaking
OEM	Original Equipment Manufacturer
API	Application Program Interface
BIS	Bureau of Indian Standards
FSSAI	Food Safety and Standards Authority of India
CIBRC	Central Insecticide Board and Registration Committee
PSARA	Private Security Agency Regulation Act
MCA	Ministry of Company Affairs
MEITY	Ministry of Electronics and Information Technology
STQC	Standardisation Testing and Quality Certification
OFB	Ordnance Factory Board
DRDO	Defence Research and Development Organisation
ISO	International Organization for Standardization
SITRA	South India Textile Research Association
CML	Certification of Manufacturing License
GSTN	Goods and Services Tax Number
PAN	Permanent Account Number
MSA	Master Service Agreement
SLA	Service Level agreement
PoA	Power of Attorney
TPs	Technical Parameters
LIN	Labour Identification Number
IATA	International Air Transport Association
MTO	Multimodal Transportation Operator
DAVP	Directorate of Advertising and Visual Publicity

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1 Objectives of Validation of service provider:

Validation of Service Provider focusses on validating Management, Operational, Reputational, and financial capabilities of Service providers, for the purpose of swift participation in GeM transactions. It authenticates the credibility and capability of a seller in the procurement through GeM. The validation is carried out for either or both of the following parameters:

- Validation of certification for service providers in Service Procurement as well as the bidders in case of forward auction.

- Validation of Project Experience of the Service Providers in Service Procurement.

2 Process flow for Service Procurement/Bidder in case of Forward Auction:

- GeM portal will enable the vendor to apply for registration with dedicated login. The portal facilitates the Validating agency to read & write back approval/notified/rejects statuses etc.

- Once the registration application is submitted by the bidder, the application is moved to RITES queue for approval.

- RITES will assess the uploaded certificates as per SOP as issued by GeM including validation from the API/website of certifying/licensing agencies.

- Based on outcome of assessment, following shall be followed:

(i) **Successful Verification**: User account will be approved.

(ii) **Unsuccessful Verification**: User account will be rejected with reasons of rejection.

(iii) Clarification Required: ~~Notified~~: Account may be notified for want of some clarification/Additional information to be submitted by service provider within two days of seeking clarification.

2.1.1 Validation of Certification

RITES shall validate the following certification of service provider/ bidder in case of forward auction:
- Company name
- Mandatory certification (if applicable)
- Validity
- State for which license has been issued

The process followed for validating certification is as follows:

S.NO.	Assessment	Process	Validation
1	Company name	Company Registration No. GSTIN No. (if applicable) PAN No. (if applicable)	Verification from GST WEBSITE
2	Mandatory certification	i. With Availability of API: The following certification shall be validated by API integrated with GeM.	
		a. FSSAI: 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_LicenseDetails ForGem
		b. BIS: Mandatory license required for packaged drinking water service, etc	Link for validation source: Validated from the weekly updated BIS API created by GeM. Data shared by BIS on weekly basis.
		ii. Without Availability of API: **The following certification shall be validated manually** through website till API is integrated by GeM with respective ~~organisation~~organization.	
		a. PSARA: Mandatory certificate for security manpower service and healthcare security service	Link for validation source: https://psara.gov.in/License_rpt.aspx
		b. CIBRC (Rule 10 3-A) Form VI-C/ Form VIII : Mandatory for pest control service)	Link for validation source: https://ppqs.gov.in
		c. MEITY Empaneled and STQC Audit: Mandatory for Cloud related Services	Link for validation source: https://meity.gov.in/content/gi-cloud-meghraj (or as updated from time to time)
		d. ISO Certification	Voluntary Certification

Note: In addition to above mentioned certification, any other certificate verification if required for a given service will also be included for verification as required by GeM.

2.1.2 Process of Validation of Project Experience:

Steps	Assessment Parameters	Action to be taken for Validation
EXPERIENCE DETAILS		
Step 1	Work Order Number Project name Project Duration Project Value	After validation of Certificate, RITES validate Project Experience by sending a confirmation e-mail to the Buyer department (contact details as provided by the service provider). **As per Confirmation (Yes/No) received from Buyer, status shall be updated accordingly.**
Step 2	Rigorously follow up with the buyer department	After sending confirmation mail is sent to the Buyer organization, RITES shall follow up rigorously for 4 working days via phone call shall be made to the Buyer department (contact details as provided by the service provider).
	Send reminder email to the department every 2nd day	Also, RITES will send two reminder e-mails to the Buyer within 4 working days for getting reply to RITES' email.
Step 3	Action taken on the 5th day	In cases, positive confirmation is received from the Buyer, the application status will be **Approved.** In cases where a negative response is received, the application status will be **Rejected**. In cases where no response is received (within the TAT) after completing all the above steps, the project experience will be considered as **Deemed Approved without Buyer's confirmation.**

Note:
- At any stage, if a negative response is received from the buyer department for project experience, the request which was 'deemed approved without buyer's confirmation', will be Rejected and brought down from the GeM portal the same day as buyer confirmed that the information shared was

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wrong/incorrect.

- Turnaround time (TAT) for validation of service provider is 5 working days. In case document for the application is under scrutiny for the validity/genuineness. The status of application will be updated on the dashboard after scrutiny is completed.

- Depending upon the verification of above documents; status will be approved or rejected or deemed approved without buyer's confirmation.
- ~~Dashboard will be created by GeM on its website for data monitoring.~~

2.2.1 Validation of Bidders in Case of Forward Auction:

S. No.	Types of Bidder	Compliance	Action Taken for Validation
1	e-Waste and other miscellaneous categories	The compliance of regulatory requirements by bidder needs to be verified in GeM Forward Auction (FA). A set of documents necessary for compliance is required to be collected from the bidder in the Registration stage which will be verified by the RITES. List of such relevant required documents will be provided by GeM.	For this activity, GeM will provide registration approval login, an interface to validate the mandatory certificates & credentials uploaded by the bidder against the category.

~~Note:~~

- ~~At any stage, if a negative response is received from the buyer department for project experience, the request which was 'deemed approved without buyer's confirmation', will be Rejected and brought down from the GeM portal the same day as buyer confirmed that the information shared was wrong/incorrect.~~

- ~~Turnaround time (TAT) for validation of service provider is 5 working days. In case document for the application is under scrutiny for the validity/genuineness. The status of application will be updated on the dashboard after scrutiny is completed.~~

- ~~Depending upon the verification of above documents; status will be approved or rejected or deemed approved without buyer's confirmation.~~

- ~~Dashboard will be created by GeM on its website for data monitoring.~~

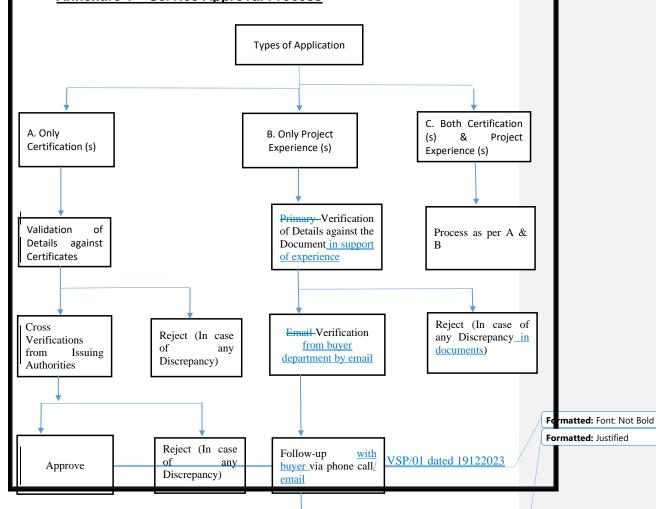### 2.3.1 Probable Reasons of Rejection:

S. No.	Reasons of Rejection
1	Applied for wrong Service Provider Category.
2	Service Provider certificate not verified through BIS, FSSAI, PSARA, CIBRC, MEITY, etc APIs.
3	Service Provider experience not validated by Buyer.
4	Document details are not received/verified.
5	Document details not found in the database.
6	Non-operative/Expired certificate/License.
7	Wrong document uploaded.

Note: The list is subject to modification from time to time.

Annexure 1 – Service Approval Process

VSP/01 dated 19122023

Annexure 2 – Categories of Certificates under various Services are as follows:

A. Mandatory Certificates

i. BIS (Bureau of Indian Standards)

ii. FSSAI (Food Safety and Standards Authority of India)

iii. CIBRC (Rule 10 3-A) Form VI-C/Form VIII/Form III (Central Insecticide Board and Registration Committee)

iv. PSARA (Private Security Agency Regulation Act)

v. MCA (Ministry of Company Affairs)

vi. MEITY Empanelment (Ministry of Electronics and Information Technology)

vii. STQC (Standardisation Testing and Quality Certification)

viii. OFB (Ordnance Factory Board)

ix. DRDO (Defence Research and Development Organisation)

x. SITRA (South India Textile Research Association)

xi. DGR Empanelment

xii. IRDAI (Insurance Regulatory and Development Authority of India)

xiii. NABL (National Accreditation Board for Testing and Calibration Laboratories)

xiv. Compliance with Labour Laws (https://labour.gov.in/sites/default/files/central%20Labour%20Acts_0.pdf)

xv. IATA (International Air Transport Association)

xvi. Drug Licenses (Form 20B/21B in case of Wholesaler, 20/21 in case of Retail)

xvii. Multimodal Transport Operator (MTO) under MMTG Act 1993

xviii. LIN is mandatory

B. Non-Mandatory Certificates

i. Various types of ISO Certifications (ISO 9001:2015, 14001:2015, 45001:2018, 22000:2005, 27001:2022, etc.)

ii. CMMI Certification

iii. OEM Authorization

iv. DAVP Empanelment

v. As per Service Specifications