Customized AMC/CMC Services for Preowned Products

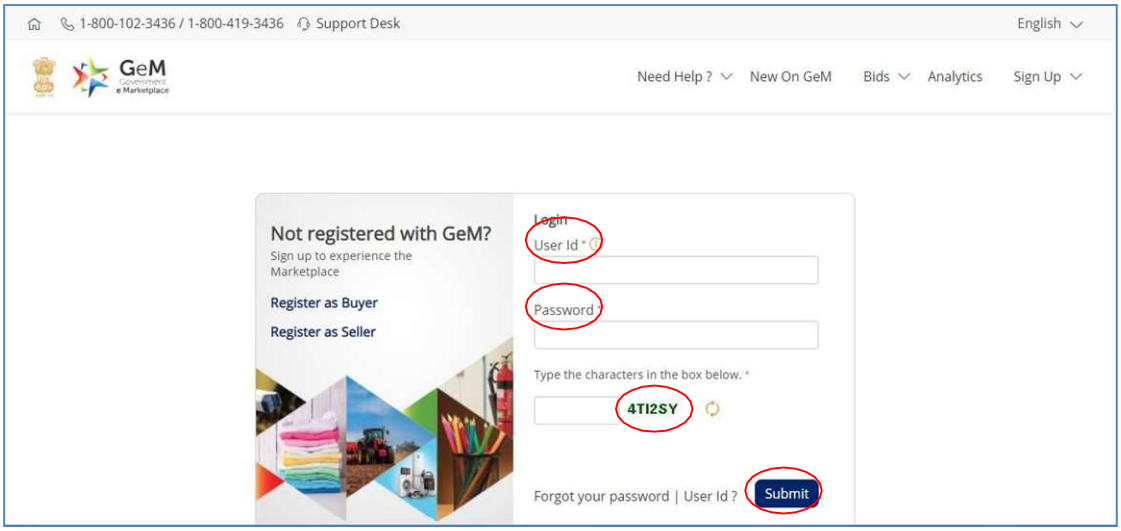
1 Service Procurement

1.1 Buyer View

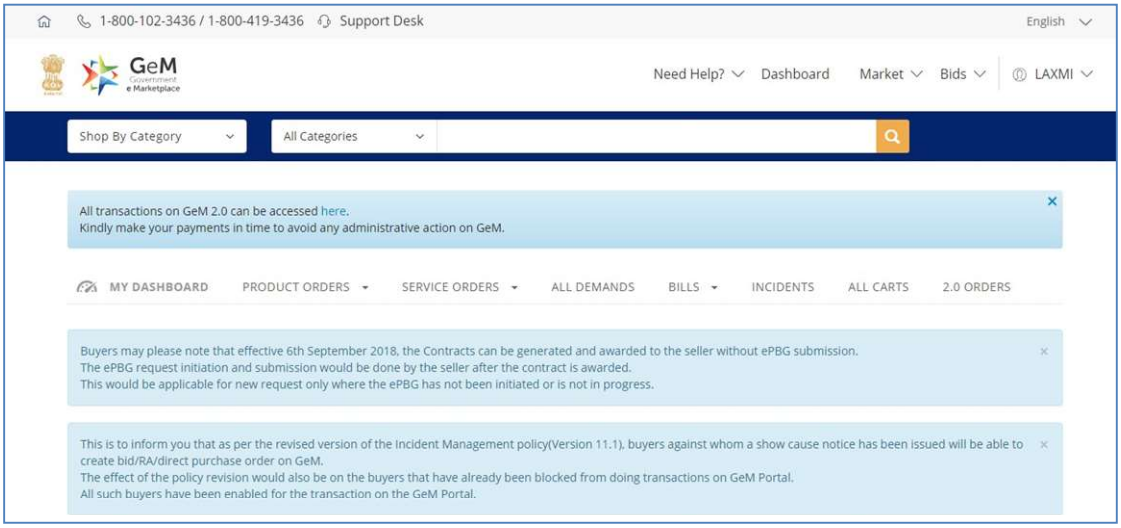
Step1: Go to www.gem.gov.in

Step2: Buyer clicks on **Login** button. The below screen will open up.

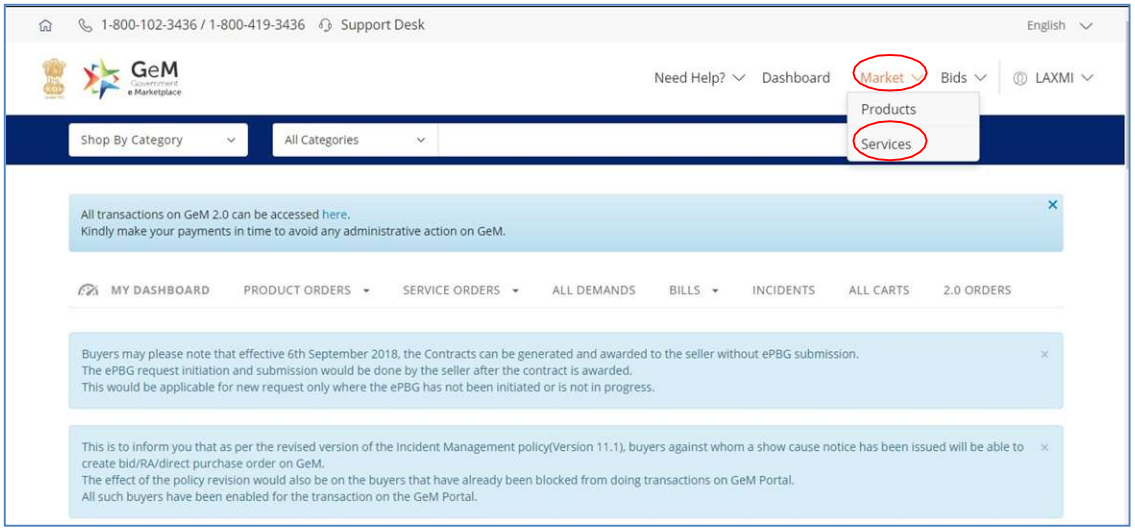
Enter **User Id**, **Password**, **Captcha** and click on **Submit** button.



Step3:After logging in as a buyer,the user will land on the buyer's dashboard.



Step 4: Click on **Market**. A drop down comes up with **Products** and **Services** option in it.Step5: Click on **Services.**



Step 6: Once clicking on **Services**, the below mentioned screen opens up from where the user opts for a service using the Search Box – Buyer can search for **Customized AMC/CMC for Pre owned**

Step7:Once the user clicks on a Customized AMC/CMC Services for Pre-Owned Products, the below mentioned screen opens up.

The screen for a service consists of some user input parameters that defines the requirement of a buyer.

Contract Duration (Contract period can be defined for up to 5 years. The Buyer has the option to enter the **Duration in Months** within the contract duration from start date and contract end date. For different yearly rate Buyer has to select AMC/CMC Years accordingly.

For Example :

Contract Start Date: 1 April 2021
Contract End Date: 31 March 2026

Buyer wants to hire Service Provider for 5 Years, Buyer has to enter 12 Months within the Duration in Months Textbox and the AMC/CMC Years will be 1st Year and then **Add to Cart**, Similarly Buyer will create separate line item for each year. After adding all line item into the cart buyer will proceed to checkout.

- *Options for(Mandatory Selection):*
  - ✓ **Type of Service**
    - Comprehensive Maintenance Contract(CMC)
    - Annual Maintenance Contract(AMC)
  - ✓ **Product/Category**(Buyer's Input)

InputBox

Buyer has to select "**Others**" option while defining the requirement. Buyer will enter the name of equipment/product or category.

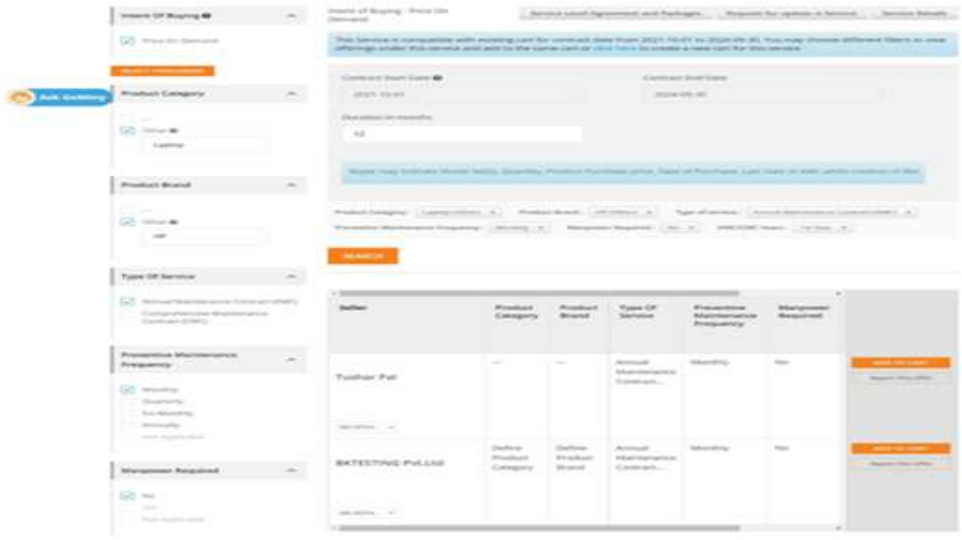
  - ✓ **Product Brand**(Buyer's Input)

InputBox

Buyer has to select "**Others**" option while defining the requirement. Based on the product or category entered by buyer, he need to provide the brand name manually in this field.

  - ✓ **Preventive Maintenance Frequency***Applicable-Only if AMC is selected*
    - Monthly
    - Quarterly
    - Six-Monthly
    - Annually
  - ✓ **Total Number of Years for Which AMC is required***
    - 1 Year
    - 2 Year
    - 3 Year
    - 4 Year
    - 5 Year

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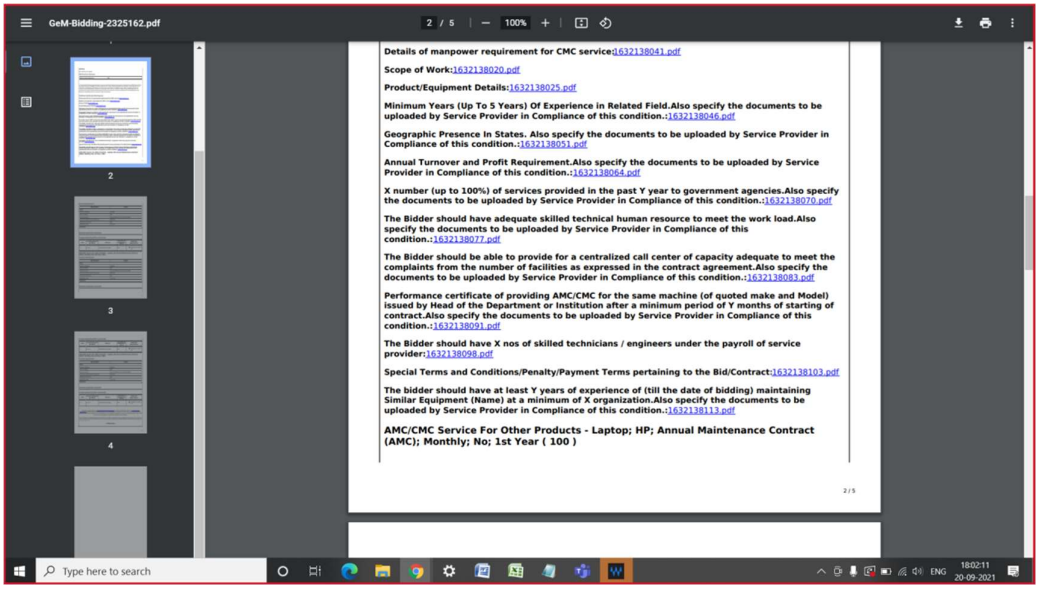


Step 8: Once the buyer has selected all the necessary parameters, clicking on **Search** button will display the list of all the service providers fulfilling all the requirements of the buyers.

Step 9: Customized AMC/CMC for Pre owned Products is Bid Only Service, Buyer will have the only option to create the Bid against the service.

Step 10: Once the service is added to the cart by clicking on **Add to Cart** button, Buyer will get an option to create Bid

Step 11: During Creation of Bid, Buyer will get an option to upload "Scope of Work", Special Terms and Condition/Penalty/Payment Terms pertaining to the Bid.



Step 12: Buyer will get an option to upload details of the Products against which AMC/CMC is required. Template to enter the same is attached with the respective option:

S.No	Model No	Other Details	Quantity	Original Value of the Product	Date of Purchase	Last Date of AMC/CMC	Contract No. if Product is procured through GeM
1					01 February 1999	02-02-1999	
2							
3							

- ✓ **Model**(Buyer's Input)

Input Search Box

Based on the brand, entered by the Buyer, it is mandatory to provide the model name manually in this field.

- ✓ **Date of Purchase**(Buyer's Input)

Input Box Functionality

The Buyer will provide the month and year of purchase of product in DD/MM/YYYY format

- ✓ **Quantity**(Buyer's Input)

Input Box Functionality

The Buyer will provide quantity of the product under consideration for AMC/CMC service. This will be in natural number in units.

- **Last warranty, AMC/CMC ending month/year**

Input Box Functionality

The Buyer will provide the ending date of latest warranty period or AMC/CMC contract taken for the product under consideration. This will be in MM/YYYY format.

- ✓ **Original Value of Product/Equipment**

Input Box Functionality

The Buyer will provide value of the equipment/product (as per original purchase order)under consideration. This will be in Rupees.(with only whole numbers allowed).

- ✓ **The product was procured through GeM**
  - Yes-Hint* (If the product is purchased through GeM, then Buyer has to enter the Order No. textbox given as the option)

- No

**********End of Document**********