

NOTICE INVITING TENDERS

The Director, Directorate of Health Services, Campal-Panaji, on behalf of the Governor of Goa invites tenders through e-tender mode from eligible service providers for **“Outsourcing of Dental Laboratory Work”** at various Hospitals under Directorate of Health Services, Panaji-Goa”.

Schedule of Events

Sr. No.	Description	Schedule
1	Website of Tender Enquiry Document	https://eprocure.goa.gov.in
2	Date & Time of release of Tender	24/ 07/2026 at 9.00 am
3	Online Tender submission Start Date	24/ 07/2026 at 9.00 am
4	Online Tender submission End Date	14/08 /2026 at 5.00 pm
5	Date & Time of online Technical Bid opening and Venue	19/08/2026 at 10:30 a.m in the Conference hall, Directorate of Health Services, Panaji-Goa
6	Date of online Financial Bid opening	Will be informed subsequently upon completion of Technical Bid evaluation.



Government of Goa
Directorate of Health Services
Dental Cell, Campal, Panaji Goa, Pin.Code:403001
Ph No: Office: 2225646/5540/5668

No: 1/PT /DHS/Dental Cell/2026-27/ 169

Date: 20 /07/2026

E- TENDER NOTICE

TECHNICAL BID AND FINANCIAL BID TO BE SUBMITTED IN SEPARATE ENVELOPES

1. E-tenders are invited by the Director, Directorate of Health Services, Panaji, Goa on behalf of the Governor of Goa upto 14/08/2026 at 5.00 p.m. for "Outsourcing of Dental Laboratory Work" listed as in the Annexure attached.
Approximately tender estimate cost Rs. 20 lakhs per annum.
2. The tender forms with terms and conditions and description of the lab work, can be viewed and downloaded online at <https://eprocure.goa.gov.in>
3. **Special Conditions:** This is a patient-pay model. The financial charges/rates finalized through this tender shall be paid directly by the patients to the empanelled laboratory.
4. The tender No. 1/PT/DHS/Dental Cell/26-27/169 dated 20/07/2026 should be submitted online. Last date of submission of quotation online is 14/08/2026 at 5.00 pm. Non submission of tenders within the stipulated date and time will not be entertained.
5. The following payments to be made online through e-payment mode towards Tender document Fee (TDF), e-Tender Processing Fee (TPF), and Earnest Money Deposit (EMD) to be paid online through e-payment mode via:
National Electronic Fund Transfer (NEFT)/ Real Time Gross Settlement (RTGS).
Tenderer requires to download pre-printed challan towards credit of ITG available on e-tender website and make its payment through any of their bank.
Net Banking: Payment can be made through the Internet Banking of Any Bank.

NOTE: Any Payments made through NEFT/ RTGS/ will take 72 hours for its reconciliation. Hence the payments through NEFT/ RTGS/ should be made at least **THREE BANK WORKING DAYS** in advance before any due date and upload the scanned copy of the challans in the e-Tender website as a token of payment and directly credit the amount to ITG account as generated by challan before by 5.00 pm and the copy of NEFT/ RTGS/ net banking (Axis Bank) challan is to be scanned and uploaded along with the bid on the website prior to submitting the hard copies.

Note: For any query of FORM FEE, PROCESSING FEE and EMD (before doing the payment) please contact ITG help desk line two days before closing of tender date:

Cost of tender document	Tender processing fee	EMD
Rs. 1,000.00	Rs. 4,000.00	Rs. 60,000/-

The EMD has to be paid through NEFT challans only.

6. The qualified bidder has to furnish a security deposit of Rs. 1,00,000/- in the form of a Bank Guarantee from a scheduled bank, in favour of Director, Directorate of Health Services, Panaji-Goa after receipt of the order. The Bank Guarantee shall be valid for a period of 5 years from the date of commencement of the work.
This security deposit will be refunded only after the completion of validity period. Earnest money deposit (EMD) will be refunded fully after the receipt of security deposit in case of successful tenderers. If the successful tenderer does not submit the security deposit, the invoices for the same will not be settled for payment. Also the EMD will be forfeited in favour of Government. All Applications for the refund for earnest money deposit and security deposit furnished with the tender should be made only to The Director of Health Services with all the details of e-payments made along with the date and tender number for which it is submitted.
7. The Technical bid of all the tenderers will be opened online on 19/08/2026 at 10.30 a.m. No bid of the concerned bidders will be opened in case the bidders fail to make the e-payments towards the above costs after the mentioned date and time.
8. Hard copies of technical bids and financial bids of all the uploaded documents in two separate envelopes should also be submitted to this office separately along with the copy of NEFT/RTGS/ net banking (Axis bank) challans of cost of tender document, EMD and tender processing fees on or before 14/08/2026 by 5.00 p.m.
9. The quotation should be superscribed on the cover as **“Quotation for Outsourcing of Dental Laboratory work.”**
10. Bidder must ensure to quote rate of each item. The column meant for quoting rate in figures appears in sky blue colour (Rupees in words will be automatically taken). In addition to this, while selecting any of the cells a warning appears that if any cell is left blank the same shall be treated as “0”. Therefore, if any cell is left blank and no rate is quoted by the bidder, rate of such item shall be treated as “0” (ZERO) and will be treated as incomplete tender and will be rejected outright. Also name of the bidder should be entered in respective cell.

11. Tenders should be accompanied by following documents online.
 - Copy of GST No. and Pan No.
 - NOC from the Fire Dept
 - NOC from Municipality/Panchayat
 - NOC from Health
 - Registration/License to operate the shop/establishment
 - The offer should be firm. Conditional offer will not be considered.
 - The tenderer should scan/upload performance certificate that work is satisfactory, from any Government/Semi Government/Private Clinic, issued by the Director/ Head of the Department/Doctor of the clinic.
 - Previous record of Government outsourcing work done if any, should be submitted.
12. Tenders which are not accompanied by the above documents online will not be considered.
13. The laboratory work quoted is **likely to increase or decrease** and orders will be placed depending on the needs/ requirements at that point of time. The Directors decision in the matter will be taken as final.
14. Full details of laboratory / workshop should be submitted with names, contact number and address and should be available in the state of Goa.
15. The rates should be quoted online F.O.R. Destination, NDH Mapusa, Hospicio Hospital Margao, Sub District Hospital Ponda, Sub District Hospital Chicalim. Also, at Directorate of Health Services, Dental Cell, Campal, Panaji & any other Hospitals/ Centres under this Directorate of Health Services Goa.
16. The laboratory work will have to be collected from the respective hospital and delivered to the same hospital after completion. Trays to be returned back to the respective dental clinic/hospital.
17. The delivery of the goods / completed laboratory work should be made within a period of 5 days from the receipt of the firm order.
18. The supplier may insure the goods at his own cost to safeguard the delivery of such goods dispatched by him to the consignee, as this Department will not be responsible for the damage or pilferage of goods during transit.
19. Qualified selected bidder should submit undertaking that the materials used will be genuine and of good quality and will be complied without delay.
20. The reduction in prices if any, will be accepted and the new reduced rate shall be the basis of contract.
21. Tenderers who do not agree with above terms and condition may not submit their tenders.

22. In case of any complaints from Hospitals regarding quality of work, faulty work, the same will have to be repeated at your cost.

23. The Technical Bid should be uploaded as per the following format.

A. Format technical Bid

Sr. No.	Name of the work	NOC from fire dept Yes / No	NOC from municipality /panchayat Yes /No	Registration / License from shop & establishment. Yes / No	NOC from Health Yes/ No

24. The payment towards the supply will be made only after receipt of the laboratory work and also after checking the same for the quality, specification, etc. The work which is not according to our specification or damaged in transit, will not be accepted and supplier should take back the rejected goods at his own cost.

25. The rates quoted should be uniform for State Government Undertaking. If there is any difference in the rates quoted, the lowest will be accepted.

26. No change in Rates quoted shall be entertained after the due date of opening.

27. The rates quoted should be valid for minimum period of 60 months from the date of placement of first order. The provision for extension of the tender contracts period for a further period of Six months to one year may be considered on the same terms and conditions and approved rates, subject to satisfactory performance of the agency/vendor and administrative approval in public interest.

28. Rates are to be quoted in the respective BOQ attached. GST/other taxes wherever applicable should also be clearly mentioned separately.

29. If the tenderer requires interpretation of any clause, may contact Dy. Director (Dental), contact no. 9011025022. The decision of the Director of Health Services, Panjim should be taken as final.

30. Failure to comply with the above terms will disqualify the bidder.

31. The Director of Health Services reserves the right to reject any or all tenders without assigning any reasons.

32. Financial Bid of all the tenderers, whether technically selected or rejected can be viewed online. However the technically rejected bidder will not be taken into consideration for gradation.

33. In the event of any dispute or difference between the parties hereto in relation to/ with this tender, the court in Goa shall have exclusive jurisdiction to adjudicate such dispute or difference.

34. Terms of payment: In Indian Rupees vide ECS.

35. Date for opening of Financial Bid will be declared at <https://eprocure.goa.gov.in>



(Dr. Rupa Naik)
Director of Health Services

DIRECTOR OF HEALTH SERVICES

ANNEXURE -I

Quotation for Acrylic work

Sr. No.	Items	Unit Cost	SGST	CGST	Total
	FULL DENTURES				
1.	U/L Setting to finish				
2.	U/L Flasking to finish				
3.	Single Denture Relining				
4.	Single Denture Rebasing				

	MISCELLENOUS (Per arch)	Unit Cost	SGST	CGST	Total
1.	Repair in cold Cure				
2.	Addition of single tooth in cold Cure				
3.	Baseplate Special Tray				
4.	Base plate Bite block				
5.	Acrylic Special Tray				
6.	Acrylic Bite Block				
7.	S.S. Clasp				

	PARTIAL DENTURES	Unit Cost	SGST	CGST	Total
1.	1 – 3 teeth				
2.	4 – 6 teeth				
3.	7 - 9 teeth				

ANNEXURE -II

Quotation for Crown & Bridge Work

Sr. No.	Items	Unit Cost	SGST	CGST	Total
	Crown & Bridge Work				
1.	CAD CAM METAL Full Crown				
2.	CAST POST & CORE				
3.	a) Classic				
4.	b) Classic Facing				

	MISCELLENOUS (Per arch)	Unit Cost	SGST	CGST	Total
1.	Unit cost of Bridge				

ANNEXURE - III

Quotation for Orthodontic removable appliances work

Sr. No.	Items	Unit Cost	SGST	CGST	Total
	Orthodontic removable appliances work				
1.	Hawleys Retainers				
2.	Circumferential Retainers				
3.	Essis Retainers				
4.	Bite plate-anterior and posterior				
5	Habit Breaking appliances- thumb sucking and tongue thrust				
6	Hyrax expansion appliance with and without hooks				
7	Activator with and without head gear tubs				
8	Twin block appliance				
9	Expansion screw appliance				