

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

On Line Tender Notice No.97 of 2018

Administration of
Dadra & Nagar Haveli, U.T.,
Office of the Directorate,
Medical & Public Health Department,
Dadra & Nagar Haveli,
“Tel.No.0260-2642940, 2640615”
email ID : svbch.sil@gmail.com

No. DMHS/P&T/CRM/OINT/DRP/2018/790/8884

Silvassa.

Date: 28/11/2018

e-Tender Notice

The Director, Medical & Health Services, Dadra & Nagar Haveli, Silvassa on behalf of President of India, invites on line tender on <https://dnhtenders.gov.in/nicgep/app> from the Manufactures/Authorized Dealers/Suppliers for supply of below mentioned materials.

Sr. No	Particulars	Estimated Cost	(E.M.D.) Earnest Money Deposit	Tender Fees (Non-Refundable)	e-Tender ID No.
1	Purchase of Cream Ointment Drop for PHCs under Medical & Public Health Department.	₹.9.99 Lacs	₹ .25,000/-	₹ .1,000/-	2018_UTDNH_3090_1

Bid document downloading Start Date : **03.12.2018**
Bid document downloading End Date : **24.12.2018, 12:00 Hrs.**
Last Date & Time for receipt of Bid : **24.12.2018, 14.00 Hrs.**
Preliminary Stage Bid Opening Date : **24.12.2018, 15.00 Hrs.**
Technical Stage Bid Opening Date : **24.12.2018, 15.30 Hrs.**

Bidders have to submit Technical Bid and Price Bid in Electronic format only on <https://dnhtenders.gov.in/nicgep/app> website till the last date and time for submission. Technical Bid and Price Bid in Physical format shall not be accepted in any case.

Bid submission should be done along with tender Fees and EMD in original by R.P.A.D./Speed Post or to be deposited in the tender box kept in the office of the undersigned. However, Tender Inviting Authority shall not be responsible for any postal delay. Tenders can be downloaded from www.dnhtenders.gov.in, www.dnh.nic.in and www.vbch.dnh.nic.in.

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

1. The EMD and Tender Fees should not be forwarded by cash.
2. The Tender Fees will be accepted only in form of DD/A/c payee Cheque of any Nationalized or Scheduled Bank of India payable in Silvassa.
3. The EMD will be accepted in form of FDR /A/c Payee Demand Draft / Bankers Cheque or Bank Guarantee from any Commercial Banks in an acceptable form payable at silvassa in favor of under signed.

The tender inviting authority reserves the right to accept or reject any or all the tender to be received without assigning any reasons thereof. In case bidder needs any clarification on the process of bidding for participating in online tender for further details, correspondence can be made on e-mail: [cppp-nic\[at\]nic\[dot\]in](mailto:cppp-nic[at]nic[dot]in), Mobile No: +91-7878007972 and +91-7878007973, Tel No. 1800 3070 2232 Website: www.dnhtenders.gov.in.

Sd/-
Director
Medical & Health Services
“Tel.No.0260-2642940, 26420615”
e-mail ID : svbch.sil@gmail.com

Copy to :-

- 1) CPO, Dadra & Nagar Haveli, Silvassa for wide publicity in Newspaper.
- 2) Director General, Indian Trade Journal, Kolkata for publication on Newspaper.
- 3) I.T. Department, D&NH, Silvassa with a request to publish in Website.
- 4) Accounts Section, DMHS, Silvassa for information.
- 5) P&T Department, DMHS, Silvassa for information.

U.T. ADMINISTRATION OF DADRA & NAGAR HAVELI,
OFFICE OF THE DIRECTOR,
MEDICAL & PUBLIC HEALTH DEPARTMENT,
SILVASSA

Terms and Conditions for the “Purchase of Cream Ointment Drop for
PHCs under Medical & Public Health Department, D&NH.”

❖ **Instructions to Bidders :**

- 1) All Tender Documents can be downloaded free from the website
<https://dnhtenders.gov.in/nicgep/app>
- 2) All bids should be submitted online on the website
<https://dnhtenders.gov.in/nicgep/app>
- 3) The user can get a copy of instructions to online participation from the website
<https://dnhtenders.gov.in/nicgep/app>
- 4) The suppliers should register on the website through the “New Supplier” link provided at the home page, the registration on the site should not be taken as registration or empanelment or any other form of registration with the tendering authority.
- 5) The application for training and issue of digital signature certificates should be made at least 72 hours in advance to the due date and time of tender submission.
- 6) For all queries regarding tender specifications and any other clauses included in the tender document should be addressed to personnel in tendering office address provided below:

**The Director of Medical & Health Services,
Shri Vinoba Bhave Civil Hospital Campus,
U.T. of Dadra & Nagar Haveli, Silvassa - 396 230.
Tel: 0260-2642940, 2640615, 2630102, Fax: 0260-2642961**

- 9) All documents scanned/attached should be legible/readable. A hard copy of the same may be send which the department will be use if required. Uploading the required documents in <https://dnhtenders.gov.in/nicgep/app> is essential.
- 10) The Bidder has to give compliance for each quoted product for any false/ misleading statement in compliance found any time during the procurement process, the bid shall be outrightly rejected & EMD shall be forfeited.

Key dates:

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**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

The Tenders shall be submitted in two-bid system, wherein the Technical bid and Commercial Bid is to be filled online on <https://dnhtenders.gov.in/nicgep/app> and the EMD and Tender Fee has to be submitted in Tender Box along with a covering letter. The envelope should be super scribing as “**e-Tender - Sealed Cover of Bid for Purchase of Cream Ointment Drop for PHCs Medical & Public Health Department, D&NH**”. The EMD and Tender Fees should only be enclosed in the cover.

Tender Fees (Non Refundable) ₹ .1,000/-:

- a. The Tender Fees should not be forwarded by cash.
- b. The Tender Fees (Non Refundable) will be accepted only in form of DD/A/c payee Cheque in favor of “**The Director of Medical & Health Services, D&NH**” from any Nationalized or Scheduled Bank of India payable in Silvassa.
- c. All tenders must be accompanied by Tender fees as specified in schedule otherwise tender will be rejected.

Earnest Money Deposit: (₹ .25,000/-)

- a. All tenders must be accompanied by EMD as specified in schedule otherwise tender will be rejected.
- b. The manufacturing units who are placed in Silvassa are exempted for Earnest Money Deposit. For getting exemption, tenderers have to furnish valid and certified documents along with the tender, otherwise tender will be rejected.
- c. Any firm desires to consider exemption from payment of Earnest Money Deposit, valid and certified copies of its Registration with D.G.S. & D. should be attached to their tenders.
- d. EMD can be paid in either of the form of following:
 - i. A/c Payee Demand Draft
 - ii. Fixed Deposit Receipts
 - iii. Bank Guarantee

In favor of “**The Director of Medical & Health Services, D&NH**” from any Nationalized or Scheduled Bank authorized by RBI to undertake Government Business.

- e. EMD should be valid up to **12 (Twelve Months)** from the date of its issuance.
- f. EMD in any other forms will not be accepted.
- g. EMD/Security Deposit shall be liable to be forfeited in following circumstances:

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

- i. Tender is rejected due to failure of supply the requisite documents in proper format or giving any misleading statement or submission of false affidavit or fabricated documents.
 - ii. In case, the supplier does not execute the supply order placed with him within stipulated time, the EMD of the supplier will be forfeited to the Government and the contract for the supply shall terminated with no further liabilities on either party to the contract.
 - iii. Tenderer fails to replace the goods declared to be not of standard quality or not conforming to acceptable standards or found to be decayed/spoilt.
- h. The amount of Earnest Money paid by the tenderer(s) whose tenders are not accepted will be refunded to them by cheque or Demand Draft (as may be convenient to the Tender Inviting Officer if the amount is above ` .200/-) drawn on any Nationalized or Scheduled Bank payable at Silvassa. Where this mode of payment is not possible the amount will be refunded at the cost of the tenderer.
 - i. Only on satisfactory completion of the supply order for and on payment of all bills of the supplier, as to be admitted for payment, the amount of Security Deposit/Earnest Money will be refunded after expiry of guarantee/warranty period, if any, or any such date/period as may be mutually agreed upon.
 - j. In case of failure to supply the store, materials etc. ordered for, as per conditions and within the stipulated time, the name articles will be obtained from the tenderer who offered next higher rates or from any other sources, as may be decided by the tender inviting Officer and the loss to the Government on account of such purchases(s) shall be recovered from the former suppliers Security Deposit/Earnest Money or bills payable. The suppliers shall have no right to dispute with such procedure.
 - k. The Earnest Money(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Earnest Money required by these conditions.

Security Deposit: (SD)

- a. The successful tenderer will have to pay within 10 days from the date of demand, an amount equal to 10% of the total value of articles, which may be ordered, as the amount of security deposit.
- b. Non receipt of Security Deposit within stipulated time will result in automatic cancellation of the order for supply without any intimation.
- c. However in case if any articles are received for which the Security Deposit may not have been deposited, the full Security Deposit as may be due from the supplier will be recovered from the bill(s) for such articles.

- d. In case of failure to replace the accepted and rejected articles from the supplies made, as mentioned in the conditions the loss undergone by the Government will be recovered from the suppliers Security Deposit or payment due of any bill(s) to the extend required.
- e. The Security Deposit(s) paid by the tender(s) earlier against any tender(s) or supply order(s) is not adjustable with Security Deposit required by these conditions.
- f. The tender inviting officer will consider extension of time for remitting the Security Deposit as demanded. However, in case of denial to consider such extension the supplier is bound to abide by the limit given and liable to make good for the loss made to the Government on account of his failure to abide by the time limit.

❖ **Conditions of Contract :**

1. ACCEPTANCE OF TENDER:

- a. The tender is liable for rejection due to any of the reasons mentioned below:
 - i. Non-Submission of tender within stipulated time online.
 - ii. Submission of tender physically in the Office but not submitted online on <https://dnhtenders.gov.in/nicgep/app>
 - iii. Tender is unsigned or not initialed on each page or with unauthenticated corrections.
 - iv. Non-payment of Earnest Money Deposit (if not exempted).
 - v. Non-Submission of required documents as mentioned in schedule.
 - vi. Conditional/vague offers.
 - vii. Unsatisfactory past performance of the tenderer.
 - viii. Items with major changes/ deviations in specifications/ standard/ grade/packing/quality offered.
 - ix. Submission of misleading/ contradictory/ false statement or information and fabricated/ invalid documents.
 - x. Tenders not filled up properly.
 - xi. The documents attached by the bidder online if found not readable will not be considered for bid evaluation.
 - xii. Tender without samples. (if asked by the Department)
- b. Any discount which the bidder wants to give has to be considered and total final bid amount has to be mentioned clearly in the price bid form on www.dnhtenders.gov.in.
- c. Discount offered after price bid opening will not be considered.
- d. The consolidated rates entered in the online website will be taken in to account for preparing price statements. However the tender who is found technically acceptable as well as lowest in terms of evaluated rates only is considered for placing the order.

- e. The Director, Medical & Health Services may seek any clarifications/ explanation/ documentary evidence related to offer at any stage from tenderers if required.
- f. **The rate quoted should be inclusive of all taxes no extra charges will be paid and should be valid upto One Year from the date of tenderization.**
- g. Orders once placed should be delivered within the given time period and item should be door delivered upto 3rd floor including labour.
- h. All/Taxes/Duties/Royalties Charges payable on the sales/transport etc. within and/or outside the state shall be payable by the supplier.
- i. The decision of the Tender Inviting Officer for acceptance/rejection of any articles supplied including the decision for equivalent specifications, standard and quality etc. of articles shall be final.
- j. The right to accept or reject without assigning any reasons or all tenders in part or whole is reserved with the Tender Inviting Officer and his decision(s) on all matters relating to acceptance or rejection of the tenders as a whole or in part will be final and binding to all.
- k. No separate agreement will be required to be signed by the successful tender(s) for the purpose of this contract for supply. Rates tendered/ offered in response to the concerned Tender Notice shall be considered as acceptance of all above terms and conditions for supply for all legal purpose.
- l. The rate(s) quoted should be strictly for free delivery upto 3rd floor (including labour and transportation) at FOR Shri Vinoba Bhawe Civil Hospital, Silvassa and will be valid and operative for supply orders issued within one year from the date of invitation of tenders. The department shall not take any responsibility of on loading the goods; the successful bidder has to make arrangement for loading at site.
- m. The tendered quantity is tentative and the actual purchase can be **20% Less or More than the quantity put to tender** for all items and the tenderer is bound to supply such requirement without any demur.
- n. **The tenderer should attached scanned copies of :**
 - 1. **PAN Number.**
 - 2. **GST Registration No.**
 - 3. **Chartered Accountant Certificate regarding Turnover of ` .1.00 Cr. in last three financial years.**
 - 4. **Terms and Conditions of tender documents duly stamped and signed on each pages.**
 - 5. **Schedule of specifications (Scope of Work) duly stamped and signed on each pages.**

6. Firm Registration Certificate.
7. ITR of last Three Years.
8. An Undertaking duly signed by a responsible person of the firm that the firm is not black listed anywhere.

2. TERMS OF SUPPLY :

- a. The packing and labels of all the items to be supplied under the order shall be marked with the words 'FOR U.T. OF DADRA & NAGAR HAVELI- NOT FOR SALE' if the items are packed in packets which are then placed or repacked within a box/ carton/ bottle/ foil, these words will be printed/ marked on both the internal/ external packs and labels. The retail price must not be printed or shown anywhere either on external or internal packs/ box/ carton/ foil.
- b. In event of breakage or loss of stores during transit against requisition order the said quantity has to be replaced by the tenderer. The department will not pay separately for transit insurance and supplier will be responsible for stores.
- c. Railway Receipt or other transport document should be drawn in the favor of Officer Inviting tender.
- d. Items should be door delivered upto 3rd floor including labour no extra charge will be paid by the department.
- e. Railway Receipt or other transport document should not be send by VPP or through any Bank as this being a Government Office it is not possible to clear cash demands of Post Office/Bank for delivery of RR or other transport documents unless we have agreed to it as special arrangement.
- f. Extension of time limit for supplies shall be considered by the Tender Inviting Officer. The extension so granted may be with levy of compensation for delay in execution of supply (as mentioned in Liquidated Damages) the cost of supplies ordered for at the discretion of the authority competent to grant extension of time limit provided such request is made well in time, depending upon the circumstances and such decision in the matter will be final.
- g. The supplies, materials etc. of inferior quality standard or of different specifications, brand, manufacturer etc other than that ordered specified and/or incomplete or broken articles will not be accepted. The supplier has to replace the same at his own cost and risk. Intimation of non-acceptance of any materials etc will be sent to the supplier within 10 days from the date of receipt of the stores and the same will be returned to the supplier at his own cost and risk, if he so desires and intimates accordingly within 15 days from the date of dispatch of intimation of the non-acceptance.

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

However, if no communication is received within 15 days from the date of communication the tender Inviting Officer will not be responsible for any damages, loss etc. of such rejected articles.

- h. Demurrage charges paid by the Tender Inviting Officer on account of delayed receipt of dispatch documents intimation will be recovered from the bills payable to the supplier.
- i. If at any time after the order for supply of materials the Tender Inviting Officer shall for any reason whatsoever not require the whole or part of the quantity thereof as specified in the order the Tender Inviting Officer shall give notice in writing of the fact to the supplier(s) who shall have to claim to any payment of compensation what so ever on account of any profit or advantage which the supplier(s) might have derived from the supply of articles in full, but which did not derive in consequence of the full quantity of articles not having been purchased, nor shall have any claim for compensation by reasons of any alterations having been made in the original instructions which shall invoice any curtailment of the supply originally contemplated.
- j. The items as mentioned in the list are the approximate estimates invited and actual purchase may more. Accordingly the successful tenderer has no right for any loss/damages with reference to approximate requirement shown in tender and actual requirement.
- k. Inspection will be carried out in the premises of Shri VBCH. If goods to be inspected in factory premises all expenditure to be borne by the Tenderer.

3. Bid Evaluation Methodology :

A. **Preliminary Evaluation:** Tender fee and EMD Submission

B. **Technical Evaluation:**

- 1. Scrutiny of technical specifications and other relevant documents as asked by the department with the quoted specification
- 2. Scrutiny of Compliance Statement given by the bidder
- 3. Sample verification of Tablets will be done by the department.
(If Sample is asked by the Department, it won't be refundable)

C. **Financial Evaluation:** Lowest quoted offered by Technically Qualified Bidders

4. PAYMENT TERMS :

- a. 100% of the invoice amount will be paid only after supply, successful and submission of Security deposit.
- b. Price escalation clause will not be entertained under any circumstances.

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

- c. All bills should be in **TRIPLICATE** and should invariably mention the number and date of supply order.
 - d. All bills for amount above ` .5000/- should be pre-receipted on a Revenue Stamp of proper value. Bills for amount exceeding ` .5000/- not pre-receipted on Revenue Stamp of proper value will not be accepted for payment.
 - e. Each bill in which GST is charged must contain the following certificates on the body of the bill: **“CERTIFIED”** that the goods on which Sales Tax has been charged have not been exempted under the Central Sale Tax Act or the Rules made there under and the amount charged on account of Sales Tax on these goods is not more than what is payable under the provisions of relevant Act or Rules made there under”.
 - f. No extra charge for packing, forwarding and insurance etc. will be paid on the rates quoted.
 - g. The rates should be quoted only for the items specified in the list of requirement.
 - h. Rates quoted for items other than the required specification/ make/ manufacture will not be considered.
 - i. Supply & Installation will be in the scope of supplier, no additional charges will be paid by the department.
5. In all the above conditions, the decision of the Authority shall be final and binding.

Signature of Bidder
With Rubber Stamp

Sd/-
Director
Medical & Health Services
“Tel.No.0260-2642940, 26420615”
e-mail ID : svbch.sil@gmail.com

SCOPE OF WORK :

Schedule of Requirements, Specifications and Allied Technical Details:

**Purchase of Cream Ointment Drop for PHCs under Medical & Public Health
Department for the Year 2018.**

**Please mentioned Offered Company for Quoted Items Only as mentioned below and
attach the Scan copy of the same. Format is as under :**

Sr. No.	Particulars	Required Mfg. Co.	Unit/ Rate	Qty. Reqd.	Offered Company
1.	Cream Beclomethasone + Clotrimazole 5 gm	Cadila/ Cipla/ Biochem/Dr Reddys/Glenmark/Abbott/ Dermocare or "Equivalent"	1 tube	1000	
2.	Cream Beclomethasone + Dipropionate 15gm	Dr Reddys/Abbott/Intas / Taurus/ Glowderma/ Glenmark/ Biochem/ Dermocare or "Equivalent"	1 tube	2000	
3.	Cream Beclomethasone 0.25% + Neomycin 10gm	Reck Benckiser/ Bal Pharma/ Glowderma/ Intas/ Indswift / Dr Reddys/Abbott/Glenmark/Biochem/ Dermocare or "Equivalent"	1 tube	2000	
4.	Cream Beclomethasone + Salicylic Acid	Dermocare/ H & H/ Glowderma/ Biochem/ Renova/Dr Reddys/Glenmark/Abbott/ or "Equivalent"	1 tube	1000	
5.	Cream Betamethasone + Fusidic Acid 10gm	Dermocare/ Renova/ Biochem/ Glowderma/Dr Reddys/Glenmark/Abbott or "Equivalent"	1 tube	2000	
6.	Cream Clobetasol Propionate 15gm	Cipla/ Ranbaxy/ Dermocare/ H & H / Biochem/ Renova //Dr Reddys/Glenmark/Abbott or "Equivalent"	1 tube	2000	

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

7.	Cream Clotrimazole 15gm	GSK/Astrazeneca/ NPIL/Pfizer/ Khandelwal/ Intas/Cadila/IPC /Ranbaxy/ Aventis/Cipla/ Biochem/Alembic or “Equivalent”	1 tube	7200	
8.	Cream Diclofenac Sodium 30gm	Zydus/ Dermocare/ Cipla/ Hetero (HC)/ Biochem/Intas//Dr Reddys/Glenmark/A bbott or “Equivalent”	1 tube	7200	
9.	Cream Fucidic Acid 15gm	Cadila/ Cipla/ Ranbaxy/ dermocare/ Biochem/ Dermocare/ Ranbaxy//Dr Reddys/Glenmark/A bbott or “Equivalent”	1 tube	2000	
10.	Cream Gentamycin 15gm	Astrazeneca /Piramal HC/ Neon/ Dermocare/ Biochem//Dr Reddys/Glenmark/A bbott or “Equivalent”	1 tube	5000	
11.	Cream Permethrine 30gm	Cadila/ Ranbaxy/ Aventis/ Kentossa/ Dermocare/ Biochem or “Equivalent”	1 tube	2400	
12.	Cream Silver Sulphadiaz 240gm	Indswift/ Triokka/ Crossland/ Cipla/ Intas/ Cadila/ Ranbaxy/ Biochem or “Equivalent”	1 Jar	100	
13.	Drop. Ascorbic acid 40mg + Nicotinamide 10mg + Tocopheryl acetate 15ml	Medley/ Sun/ Ranbaxy/ Cadila/ Indswift/ Cipla/ Abbott/ Nicholas/ Khandelwal/ Leaker/ Raptakos/Indoco or “Equivalent”	1 No.	1000	
14.	Drop. Ciprofloxacin Dexamethasone eye/ear	Andre/ Intas/ FDC/ Sun/ Biochem/ Cipla or “Equivalent”	1 No.	2000	
15.	Drop. Ciprofloxacin eye/ear Drops	Cadila/ Ind swift/ Cipla/ Torque/ Intas/ Biochem/ Centur/ FDC or “Equivalent”	1 No.	2000	

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
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16.	Drop. Clotrimazole Ear Drops.	FDC/Ind swift/ Invision Mediscience/ Microvision/ Neon/ Glenmark/ Bayer or “Equivalent”	1 No.	800	
17.	Drop. Ofloxacin Eye/ear Drops 5ml	Allergan/ East India/ Deys/ Centaur/ Cadila/Intas Elder/Biochem or “Equivalent”	1 No.	2000	
18.	Drop. Paracetamol drops 15ml	Ranbaxy/ Cipla/ Abbott/ Albert David/ Glenmark/ Aventis/ Meyer/ Wockhardt/ Mankind/ Elder/Biochem or “Equivalent”	1 bottle	1000	
19.	Drop. Paradichlorobenzene benzocaine chlorbutol turpentine oil ear drops	Novartis/ Allergan/ Merck/ Torque/ Nulife/ Renova/Sunways or “Equivalent”	1 No.	1500	
20.	Drop. Xylometazoline Nasal Drops Adult	Cadila /FDC/Ranbaxy/ Allergan/ Sun/ Biochem or “Equivalent”	1 No.	800	
21.	Drop. Xylometazoline Nasal Drops Paediatric	Cadila/Biochem/ Novartis/Sunways India/Shreya or “Equivalent”	1 No.	800	
22.	Drop.Naphazoline HCL+ Zinc Sulphate + Chlorpheniramine Maleate eye drops 5ml	Balaji/ Cipla/ Cadila/ Andre/Dr Reddys or “Equivalent”	1 No.	600	
23.	Oint.Chloramphenicol Eye Applicaps	IPCA/ Glowderma/ CFL/ Jyoti Ph./ Park Davis or “Equivalent”	1 No.	5000	
24.	Oint.Heparin Sodium 50 I.U.+ Benzyl Nicotinate 2mg + Sorbic Acid 1.97mg 20gm	Gracederma/Dr Reddy/Abbott/Glow derma/ Dermocare/ Intas/ Ranbaxy/ GR or “Equivalent”	1 tube	500	
25.	Oint.Miconazole Nitrate + Fluocinolone Acetonide 15gm	Cipla/ Themis/ Dermocare/ Biochem or “Equivalent”	1 tube	2500	

**e-tender ID No.UTDNH_3090_1 Purchase of Cream Ointment Drop for PHCs under
Medical & Public Health Department, D&NH for the Year 2018**

26.	Oint.Neomycin + Polymyxin B Sulfates +Bacitracin Zinc 5gm	Dermocare/ Biochem/ Zee Laboratories/Grace well/ NPIL/Intas/ Universal or “Equivalent”	1 No.	2400	
27.	Oint.Povidone Iodine 15 gm	GSK/Astrazeneca/ NPIL/Pfizer/ Khandelwal/ Intas/Cadila/IPC A/Ranbaxy/ Aventis/Cipla/ Biochem/Alembic or “Equivalent”	1 tube	2400	
28.	Oint.Silver Sulphadiazine 1% w/w 20gm	Systopic/ Crossland/ Dermocare/ Biochem/ Ranbaxy or “Equivalent”	1 tube	2000	

Signature of Suppliers/Dealers
With Rubber Stamp

Sd/-
Director
Medical & Health Services
“Tel.No.0260-2642940, 26420615”
e-mail ID : svbch.sil@gmail.com