

Tender Notice for Group Health Insurance Policy for the students of The English and Foreign Languages University, Hyderabad 500 007

The English and Foreign Languages University (EFLU), Hyderabad, a central university invites physical bids for providing Group Health Insurance Scheme for its students in Hyderabad, Lucknow and Shillong campuses, initially for a period of one year, may be further extendable for up to 1 plus 1 year i.e. three years' subject to the satisfactory performance and mutual consent.

EFLU invites sealed Tenders from IRDA Accredited Insurance Companies for Group Health Insurance policy for the students of EFL-U. Interested companies may submit sealed Tender as per the attached format.

CRITICAL DATE SHEET-

1	Published Date	02.09.2026
2	Bid Submission Start Date	02.09.2026
3	Bid Submission End Date and Time	07.09.2026, 5.00 PM.
4.	Opening of the Tenders	08.09.2026, 4.00 p.m

PLACE OF SUBMISSION OF BID:

The physical bids must be submitted in the Tender Box kept at the Security gate of the EFLU University, Hyderabad 500 007 in an envelope super scribing "Tender Notice for Group Health Insurance Policy for the Students of The English and Foreign Languages University, Hyderabad – 500 007" addressed to the Registrar, EFLU.

The bids/offers received after the due date and time mentioned above will not be entertained under any circumstances. Incomplete and unsigned bids or the bids not in prescribed format will be rejected without assigning any reason.

Terms and conditions:

1. **Submission of Bids:** The physical copies of bids shall be submitted. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

Technical Bid

The bid should contain the following:

- (a) Duly completed covering letters per the format given Annexure B on official letter head.
- (b) Technical Bid as per Annexure B and terms and conditions duly signed.
- (c) Relevant supporting documents of technical bid, If any.

Financial Bid

This should contain only the financial bid as per Annexure - D

Signature of Bidder:.....

Date:.....

2. The Committee of the EFLU constituted for the purpose shall assess the ability of the agencies to render the requisite services based on the company profile, rating and on such other criteria as it may fix and the Bids of only those firms will be considered.
3. The tenderer should sign on each page of the tender documents before uploading.
4. All the regular students of EFLU (Hyderabad, Lucknow & Shillong) irrespective of age group should be eligible to join the scheme.
5. Bids, which are late/vague/conditional/incomplete/ not confirming to the laid down procedure in any respect, will be rejected.
6. Tenders sent by Fax & E-mail will not be accepted.
7. In case of differences arising in the terms and conditions of the tender documents with the firm(s), the decision of EFLU shall prevail.
8. The scheme should have provisions for new students joining for any programme to get coverage within 24 hours of communication from EFLU.
9. The successful Company shall at its own cost comply with the provision of orders and notifications issued by IRDA and Government from time to time.
10. In case of any unsatisfactory service, suitable penalties as decided by the Competent Authority shall be levied after issuing notice.
11. In case of failure in settlement of claims within the period, the penalty will be enforced as per EFL-U norms.
12. The period of contract will initially be for one year extendable for up to 1 plus 1 year on mutually agreed terms and conditions, which is liable to be terminated with one month's notice, if any lapse or unsatisfactory performance of the Company/firm is noticed.
13. The Hyderabad High Court alone will have the jurisdiction to try any matter, dispute or reference between the bidders and the EFLU arising out of this service.
14. EFLU reserves the right to modify/change/delete/add any further terms and conditions prior to issue of agreement.
15. Arbitration- All dispute and differences which may arise between the EFLU and the Insurance Company shall be referred to the Vice Chancellor, EFLU whose decision shall be binding on all concerned.

Special Terms and Conditions:

1. Cashless facility should be provided in major multi-specialty hospitals located in Hyderabad Lucknow & Shillong. Details of such Hospitals are to be provided. All transactions with these hospitals should be totally cashless.
2. There should be a dedicated helpline (24 x 7) from the TPA of Insurance Company available and the contact details should be furnished in the tender. Contact details of the TPA should be provided by the Insurance Company including the name of the contact person, contact numbers and postal & email address.
3. Doorstep reimbursement facility for cases of reimbursement to individual and reimbursement amount can be made directly to the members only preferably within 15 days from the date of submission of required documents. The response time by the TPA at the time of admission should be maximum of six hours.
4. Reports including the claims of individuals and the details of settlement are to be furnished to EFL-U on monthly basis or as and when required by EFL-U.

Signature of Bidder:.....

Date:.....

5. Admission and discharge to and from the hospital preferably on 24x7 basis.
6. Adequate experience in providing Group Insurance during past 10 years (Attach proof).

The Company/ Agency should also furnish the copies of following documents in addition to the documents asked for in the tender document:

1. IRDA Accreditation Certificate
2. List of Government/Semi-Government/Govt. of India Undertaking/Autonomous Body or Private Body for which such Insurance Scheme has been provided along with the proof.
3. Details of the TPA.
4. A dummy copy of Group Health Insurance policy with detailed terms and conditions.

Signature of Bidder:.....

Date:.....

THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY**ELIGIBILITY CRITERIA**

Sr. No.	Technical Requirements	Complied Yes / No	Supporting documents to be enclosed. Yes/No
1.	IRDA Accreditation Certificate.		
2.	GST/PAN number of the firm.		
3.	Adequate experience in providing Group Insurance during past 10 years.		
4.	Tender documents duly signed on each page.		
5.	Cashless treatment in major Hospitals located in Hyderabad and all the locations where offices of EFL-U are situated. Name of such Hospitals to be provided.		
6.	24X7 helpline of TPA along with contact details of TPA.		
7.	A dummy copy of Group Health Insurance policy		
8.	Disease wise capping as per Appendix-C.		
9.	Empanelled Multispecialty Hospitals in located in Hyderabad and all the locations where offices of EFL-U are situated.		
10.	Affidavit on Rs. 10/- stamp paper that the firm is not black listed to participate in Govt. tenders.		
11.	A dummy copy of Group Health Insurance policy with detailed terms and conditions.		

(Signature of the Authorized Person)

Date

Name

Mobile No

Signature of Bidder:.....

Date:.....

Annexure-B

(On office letterhead)

To
The Registrar
The English and Foreign Languages University
Hyderabad 500 007

Date:

Sub: Notice Inviting Tender for Group Health Insurance Policy for EFL U students.

Notice Inviting Tender No.: -

Dear Madam,

With reference to the above, I am/ We are enclosing our Tender for Group Health Insurance Policy for the students of EFL University.

I / We hereby reconfirm and declare that I / We have carefully read and understood the above-referred Tender document including instructions, terms & conditions and all the contents stated therein and all subsequent corrigendum published on EFL University website.

Thanking Yours

faithfully,

(Signature of the Authorized Person)

Name:

MobileNo.:

Signature of Bidder:.....

Date:.....

Coverage for Ayurvedic, Homeopathic and Unani Medicines	Covered.
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Note: Policy will be acquired for actual number of students after award of the contract.

Signature of Bidder:.....

Date:.....

Annexure-D

THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY

FINANCIAL BID FOR GROUP HEALTH INSURANCE POLICY FOR STUDENTS

Sl. No.	Particulars	Total Premium in Rs. (Both figure and word)
A.	Premium for coverage of sum insured per student for a period of one year	
	Taxes(if any)	
	Total in figures	
	Total in words	

Note:•All terms and conditions as stated in the Tender Document.

- Conditional bids are not acceptable.
- Bids submitted in the above formats only acceptable

Signature of Bidder:.....

Date:.....

Annexure-C

THE ENGLISH AND FOREIGN LANGUAGES UNIVERSITY

TECHNICAL BID FOR GROUP HEALTH INSURANCE POLICY FOR STUDENTS

Name	The English and Foreign Languages University
Location	Hyderabad, Lucknow & Shillong
Student strength	2100 approximately
Lives covered	2100 (approx)
Sum assured for Group Health Insurance for students	Rs 1.00 lac per student per year
Tenure	Initially one-year, extendible upto 1 plus 1 year, (Total 3 years) by EFLU.
Hospital presence	List of Network of Authorized hospitals to be provided.
Domiciliary Hospitalization	Covered.
Coverage of Pre-Existing diseases	Covered.
Exclusions	NIL.
Cashless facility	Applicable.
30 Days Pre and 60 Days post hospitalization Expenses covered	Covered.
Maternity Benefit/New Born Baby	Covered-Limit up to Sum Insured.
Day care expenses	Covered.
Other Conditions	New students shall be included in policy from date of joining.
	Declarations will be given for Additions and Deletions, if any. Pro rata Premium to be charged/Refund in case of Addition and Deletion.
TPA	TPA Services Involved (if any) and Name and contact details to be submitted. List of Network of Authorized hospitals to be provided.
Any Service Charges on Medical Bills	Should not be deducted from the individual Claim.
Ambulance charges	Covered. Upto 1.5% of sum insured.