

REQUEST FOR PROPOSAL (RFP)
For Cab Hiring Services – North East Region (Annual Contract Basis)
Closing Date for Submission April-10-2026, at 23:59 Hours

I. INTRODUCTION & BACKGROUND

LEHS is a charitable organization in India whose purpose is to offer basic health and education for the poor. LEHS in furtherance of charitable objectives through its flagship programs Wadhvani AI which aims to build equitable and sustainable systems by making quality primary healthcare available and accessible to the underserved population and to bring the benefits of modern AI technology to underserved populations by building and deploying AI solutions for social good across domains such as healthcare, agriculture, governance and education in India. LEHS aims to promote the integration of technologies, particularly in emerging domains like artificial intelligence and innovations into the Indian mainstream primary healthcare, education, and agriculture systems through a partnership with the State and National Government, apex institutions, international agencies, and private sector partners e.g. innovators, social enterprises and other ecosystem contributors in line with its stated objectives for the betterment of society particularly focusing on projects of national and social significance.

Wadhvani AI, a program unit of LEHS, focuses on developing and deploying artificial intelligence solutions to address critical social challenges in India, particularly in domains such as healthcare, agriculture, and education.

LEHS aims to promote the integration of technologies, particularly in emerging domains like artificial intelligence and innovations into the Indian mainstream primary healthcare, education, and agriculture systems through a partnership with the State and National Government, apex institutions, international agencies, and private sector partners e.g. innovators, social enterprises and other ecosystem contributors in line with its stated objectives for the betterment of society particularly focusing on projects of national and social significance.

This Request for Proposal (RFP) is issued by LEHS for the Taxi Services on annual contract basis. The purpose of this RFP is to solicit proposals from qualified transport/taxi service providers to carry out services nationwide.

II. SCOPE OF WORK

LEHS invites proposals from qualified travel agencies to provide the following services under an annual contract:

- 24x7 cab services across all North East states
- Local and outstation travel arrangements
- On-call and dedicated cab services
- Agency should have a network of all kinds of fleets
- Provide AC cabs with high standard quality and safety
- Services for airport transfers, site visits, events, and official tours
- Vehicles must be GPS-enabled, well-maintained, and insured
- Drivers should be trained, well-groomed, and background-verified
- Experienced drivers familiar with hilly terrain
- Cab and driver details to shared 4 hours before reporting time
- Must support operations during weather disruptions
- Knowledge of Inner Line Permit (ILP) areas
- Emergency vehicle support
- Fuel/logistics challenges should be pre-managed
- Vehicle should be of latest models (not older than 3-5 years)

- Kilometer capping for outstation trips- **Kilometers will be calculated cumulatively for the full duration of the trip, not on a per-day basis.**
Example: For a 5-day booking, the total capped kilometer will be 1500 km. If the actual usage exceeds this limit, additional charges will be applicable for extra kilometer.

III. SPECIAL REQUIREMENTS

- Strong local vendor network in North East
- Experience in hilly terrain driving
- Handling of remote and low-connectivity areas

IV. PROPOSAL SUBMISSION DEADLINE

All the Vendors are requested to submit their proposals on or before **April 10, 2026**, with the subject line **Proposal for Annual Travel Services Contract.**

V. Proposal Submission Guidelines

All interested vendors must submit their proposals in accordance with the guidelines outlined below.

- Submit complete proposal in PDF format via email
- Include company profile, rate sheet (including service charges, convenience fees, cancellation policies), and all required documents
- Proposals received after the deadline will not be considered

VI. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Company credentials and experience
- Service coverage and operational capabilities
- Pricing competitiveness
- Quality assurance and SLA terms
- Feedback from references

Eligibility Criteria

Agencies must meet the following minimum criteria:

- Minimum 3 years of experience in providing cab services PAN India
- Valid registration under GST, PAN, and other relevant authorities
- Experience with NGOs, Corporates, or Government Agencies is preferred
- Adequate fleet size and network
- Able to deliver 24x7 and at short notice services

Duration of Contract

The contract will be valid for **one year**, extendable based on performance and mutual agreement.

Service Locations

- Primary location: **LEHS Office in Delhi**
- Other locations: Across India and international destinations as per travel needs.

Payment Terms

- Original invoices along with duty slips, parking slips, etc. required to submit for payment. Detailed MIS report required to be submitted (MIS Template will be shared with the selected agency)
- Bills should be sent monthly and payment will be made within 30 days from the date of receipt of final Bills.
- No advance payment will be made for any purpose.
- TDS and other applicable deductions will be made as per statutory norms.

Service Level Agreement (SLA)

- Booking confirmation within 1 – 2 hours
- Driver details shared in advance
- Vehicle reporting time accuracy
- Replacement vehicle within 2 – 3 hours (max)
- 24*7 support availability

Mandatory enclosure

- Please submit the following as enclosures or attachments with your quotation. Bidders must provide all the information requested below. Quotations that do not provide the required information and certificates, or do not follow the submission requirements, may not be reviewed.
- Company Profile, testimonials, work completion reports, purchase orders, reference (NGOs)
- GST registration certificate
- Company Incorporation/ Registration Certificate
- MSME Certification details
- PAN & TAN registration
- Rate card with detailed charges
- Audited Financials for the last three years
- Income Tax Return for the last three years
- Cancelled cheque

Submission Address

All responses to this RFP must be received no later than **April 10, 2026**. The proposal should be submitted only through e-mail in PDF format addressed Procurement Team in the below-given e-mail id: rfp.lehs@wadhwaniai.org

Note: Only shortlisted vendors will be contacted for presentations or negotiations. If you do not hear from us within two weeks of submission, please note your proposal might not have been selected.

LEHS reserves the right to reject any or all proposals and to negotiate terms and conditions with the selected vendor.

Annexure 1

Coverage across all North East states (Assam, Meghalaya, Manipur, Mizoram, Nagaland, Tripura, Arunachal Pradesh, Sikkim, including all capital, local and remote locations)									
Vehicle	Local					Outstation			
	4 Hrs 40 Kms	8 Hrs 80 Kms	Extra Km	Extra Hrs	Driver Allowance 23 Hrs Till 05 Hrs	Per Km	Per Day Limit	Driver Allowance/ Day	Driver Allowance/ Night
Swift Dzire / Xcent / Amaze / Etios/ Aura									
Toyota Innova Crysta / Ertiga / SUV 700/ Kia Sonet / Bolero / Scorpio									
Honda City									
Toyota Corolla Altis									
Toyota Camry Hybrid									

Airport Transfer Rates	
Vehicle Models	North East States
Swift Dzire / Xcent / Amaze / Etios/ Aura	
Toyota Innova Crysta / Ertiga / SUV 700 / Kia Sonet / Bolero / Scorpio	
Honda City	
Toyota Corolla Altis	
Toyota Camry Hybrid	

Note: Kilometer capping for outstation trips- Kilometers will be calculated cumulatively for the full duration of the trip, not on a per-day basis.

Example: For a 5-day booking, the total capped kilometer will be 1500 km. If the actual usage exceeds this limit, additional charges will be applicable for extra kilometer.