

PRE BID QUERIES AND LIC RESPONSE FOR RFP DATED 09.09.2026

RFP Ref: LIC/CO/PER ADMN/ASSESSMENT EXERCISE/2027-28, Dated: 09.09.2026

Sl. No	Query/Suggestion	RFP Page No.	RFP Clause No.	LIC RESPONSE
1	If the Bidder is required to arrange Online Test Centres, please confirm the expected locations, approximate number of candidates/seats, required notice period, and anticipated number of days for which the test centres may be required. Please also confirm whether the associated costs will be reimbursed separately or are expected to be included in the per-candidate fee.			The requirement for Online Test Centres (OTCs) is envisaged only in exceptional circumstances, as and when specifically required by LIC. Hence, no fixed locations, number of candidates or number of days for which OTCs may be required, can be specified at this stage. Further, the requirement for arranging OTCs shall not be considered as a routine requirement on per candidate basis
2	Please confirm whether the Bidder may engage specialist third-party service providers for limited components of the assignment, such as licensed psychometric/assessment instruments, proctoring technology, Online Test Centres, or empanelled assessors, while retaining full contractual responsibility for all final deliverables.	26	6.6	The bidder shall retain full contractual responsibility and accountability for the quality, confidentiality, security, compliance and timely delivery of all services and final deliverables. Engagement of any third-party service provider shall not relieve the bidder of any of its obligations or liabilities under the RFP contract. The bidder shall also ensure compliance with all applicable laws, regulations and confidentiality data protection requirements in respect of such third parties. However as per RFP condition sub-contracting is not allowed.
3	Please confirm whether a perpetual or term licence held by the Bidder for a third-party assessment/psychometric platform or instrument would satisfy this requirement, or whether the Bidder is required to own the underlying source code and all assessment content/IP.	26	6.6	The bidder may use a third-party psychometric assessment platform/instrument under a valid perpetual or term licence, provided that the bidder has the necessary rights and authorisation to use the platform/instrument for providing the services under this RFP. Ownership of the underlying source code in the third-party platform/instrument shall not be mandatory.
4	Please confirm the estimated number of participants/candidates for whom the assessments are expected to be conducted.	25	5.1	Refer RFP "Detailed scope of work"-Tentative distribution of candidates and their Centers for Assessment exercise.
5	Please confirm whether the proposed approach and methodology, assessment design and tools, project plan, platform functionality, information security, reporting samples, presentation and/or demonstration will be considered as part of the technical evaluation. If yes, kindly provide the applicable sub-criteria, marks and evaluation methodology.	44	ANNEXURE-III	Technical evaluation shall be carried out strictly as per the Technical Evaluation Criteria specified in Annexure-III. The technical evaluation does not prescribe separate sub criteria or marks.
6	For the GD and BEI components, please confirm whether these assessments may be conducted virtually or are required to be conducted in person. If in-person assessments are required, please clarify whether the associated travel, venue and other logistical costs should be included in the per-candidate fee or may be charged separately.	7	3.2	Refer RFP : The assessment exercise to be conducted through online mode using LIC infrastructure
7	Please confirm the languages in which the assessment content and user interface are required to be made available.			English for online test and English/Hindi for GD&BEI
8	Are you mandatorily looking to conduct the GD/BEI in person or there is openness for technological intervention	25	5.1	Refer RFP : GD/BEI to be conducted through online mode using LIC infrastructure
9	Scop of work - Client has mentioned to conduct assessment exercise in online mode on LIC Infrastructure"? Do they want our software run on their infra? Is SaaS model not allowed? What about public cloud deployment?	37-39	26	The bidder may propose a SaaS based or other suitable platform, subject to compliance with DPDP Act. The bidder shall be responsible for ensuring that the proposed solution is technically compatible with LIC's infrastructure/network environment and that the assessment exercise shall be conducted securely and without disruption.
10	Will the assessments be conducted at one location or will they be conducted at multiple locations	25	5.1	Multiple locations : Refer RFP , under "Detailed scope of work"-Tentative distribution of candidates and their Centers for Assessment exercise.
11	Online Mode using LIC Infrastructure – Can we get some more details or elaboration regarding the infrastructure mentioned here?	9	3.4.17	Refer RFP
12	Assessment recordings and audit trails, what is the expectation around this requirement?	24-25	5.1	Refer RFP
13	Test centers for candidates (in exceptional circumstances) can you elaborate how is this applicable as the entire process is online assessment?			Refer to response in S.no-2
14	Can the bidder recommend modifications to competency definitions and assessment weights?			The same shall be discussed and mutually finalized with the successful bidder
15	Can the bidder recommend changes to assessment construct or tools for measuring talent?			The same shall be discussed and mutually finalized with the successful bidder

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16	Senior vs Top : will both cohorts need to be assessed on common architecture with different difficulties or will there be different methods required?			Refer to response in S.no-65-66
17	Out of pocket expenses will not be reimbursed. So need to confirm if assessors need to travel or hybrid approach would work?			The assessment exercise to be conducted through online mode(virtually)
18	Assessment language requirements and expectations for regional language support.			English for online test and English/Hindi for GD&BEI
19	Expected assessment timelines and assessment windows			Tentatively November to February
20	Expected GD group size			6-8 candidates
21	Please clarify the expected duration of the overall assessment exercise per candidate , including the Online Test, GD and BEI components.			Online Test shall be conducted on a single day in a maximum of 3 batches with approximately 200-250 candidates per batch . GD (6-8 candidates)&BEI shall be conducted on separate days .
22	Is there a prescribed weightage for the Online Test versus GD & BEI in arriving at the candidate's overall assessment score?			The same shall be discussed and mutually finalized with the successful bidder
23	Will LIC provide the detailed competency framework, competency definitions and behavioural indicators separately for Senior Management and Top Management? Will there be a requirement to validate this framework before the assessment exercise?			The same shall be discussed and mutually finalized with the successful bidder
24	Does LIC have a preferred competency-to-tool mapping , or should the bidder recommend which competencies are assessed through MCQ, GD and BEI?			The same shall be discussed and mutually finalized with the successful bidder
25	Will LIC provide business/contextual material, policies, cases or organizational inputs for development of LIC-specific questions/cases, or is the bidder expected to develop all content independently?			NO
26	The scope refers to assessing psychometric traits/non-cognitive attributes . Is a separate psychometric instrument expected, or should these attributes be assessed through the stated MCQ/GD/BEI components?			Primarily MCQs ,the same shall be discussed and mutually finalized with the successful bidder
27	Is the bidder expected to provide one assessor or multiple assessors per GD group ? Does LIC have a minimum assessor-to-candidate ratio?			One assessor per GD group. Ratio- 1: (6-8)
28	In which language(s) should the Online Test, GD and BEI be administered? Is English mandatory, or should Hindi/regional-language capability be provided?			English for online test and English/Hindi for GD&BEI
29	Is each annual exercise expected to occur in one consolidated assessment window or multiple waves/batches ?			Online Test may be held in 2-3 batches on a single day.GD (6-8 candidates)&BEI shall be conducted on separate days .
30	Please clarify the physical locations of the test centres where employees will take the online assessments. What will be the capacity of such centres per day?			Online Assessment with LIC's infrastructure shall be arranged at Zonal and Divisional headquarters of LIC(Mumbai, Delhi, Kolkata, Patna, Kanpur,Bhopal, Hyderabad, Chennai) and at Bangalore, Pune, Ahmedabad, Jaipur, Lucknow, Bhubaneswar and Foreign Locations.
31	Vendor offers a proprietary assessment tool that is hosted on vendor's servers in India . Please confirm if LIC is okay with such hosting.			YES, subject to compliance with DPDP Act
32	Will LIC provide access to its infrastructure/network sufficiently in advance for compatibility testing, UAT and security testing ? If yes, what lead time is envisaged?			We shall allow whitelisting of the required websites for testing purpose 2 weeks prior to the commencement of the test.
33	We assume that the laptops provided by LIC for assessments will have access to camera, microphone and Chrome browser . Please validate our assumption.	9	3.4.17	Refer RFP
34	Please clarify the expected content and format of individual candidate reports – competency scores, behavioural observations, strengths/development areas, narrative comments, overall recommendation, etc.			The same shall be discussed and mutually finalized with the successful bidder
35	Is an overall consolidated cohort/organizational report required in addition to individual candidate reports? If yes, what analyses are expected?			We require report of individual officers as well as consolidated cohort

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36	Is the bidder expected only to submit reports to LIC, or also to conduct candidate feedback/report debrief sessions ?			only to LIC
37	Is the assessment expected to produce only competency scores , or is the bidder expected to provide an overall categorisation/recommendation for promotion readiness?			Only scores and reports as in response to S.no-35
38	We request authority to consider experience from private sector organizations as well.	44	ANNEXURE-III	Refer RFP
39	We request authority to consider experience from private sector organizations as well-Technical Criteria	44	ANNEXURE-III	Refer RFP
40	We are bound by confidentiality and NDA obligations with our clients and, therefore, request consideration of our self-declaration against this criterion, as we are unable to share client names and related details.			Masked reports can be given
41	We require the Competency Definitions and BARS (Behaviourally Anchored Rating Scales), if available			Refer to response in S.no-67-68
42	Is there a requirement to create Individual Development Plans (IDPs) and provide individual feedback to the participants?			NO
43	For proof of work completed, can documents such as PO, Work Completion Certificate, Invoice, Email Confirmation, and Payment Receipt be submitted? Please advise.			PO, Work Completion Certificate.
44	Is the Integrity Pact required to be submitted at the bid/submission stage?	50	ANNEXURE-VII	Yes.Along with Technical Bid
45	Are e-signatures accepted on the submitted documents?			NO
46	What assessor-to-participant ratio should be considered?			Ratio- 1: (6-8)
47	How many participants can attend the online assessment at a time, and how many batches of participants are expected?			The Online Test to be conducted in 2–3 batches on a single day. The Group Discussion (GD) and Behavioural Event Interview (BEI) involving 6–8 candidates per batch shall be conducted on separate days. However, the GD and BEI of each individual candidate shall be conducted on the same day.
48	Is there a prescribed format for the Power of Attorney?			NO
49	What is the intended meaning of “Remarks” in Annexure IV (A & B)?			Any extra information (if required) to be disclosed
50	For GST compliance, should we submit GSTR-3B or GSTR-1 returns?			GSTR-1 and GSTR-3B both
51	What is the intended weightage split between the Online MCQ Test and the GD & BEI components in the final candidate score?			The same shall be discussed and mutually finalized with the successful bidder
52	What is the duration envisaged for each component (MCQ test, GD, BEI) per candidate/batch?			The same shall be discussed and mutually finalized with the successful bidder
53	Will the online MCQ-test be conducted on a single day for all the candidates (or) Would it be conducted on multiple days?			Online Test to be conducted in 2-3 batches on a single day
54	What is the expected time – for the completion of the project (right from the reception of work order to the delivery of Individual Development Plan reports).			Tentatively November to February
55	How many assessment cycles are planned per year, given the tentative annual volumes of 160–200 (Top Management) and 400–450 (Senior Management) candidates?			Once a year
56	For the 3 Central Office "Foreign locations" (UK, Fiji, Mauritius, Singapore, etc. per LIC's overseas presence) — will assessments there also be online, and how will proctoring/technical support be handled across time zones?			It will be completely virtual/online with physical invigilation by LIC officials

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57	What are the minimum bandwidth/device specifications LIC will guarantee at its Online Test Centres (OTCs) and offices, and what is the Bidder's responsibility versus LIC's when a candidate appearing from home has inadequate connectivity?			CISCO WEBEX/WEBRTC. Available Bandwidth is upto 40mbps
58	Will proctoring the assessment be the responsibility of LIC (or) the vendor? Is AI-based/automated proctoring required for the MCQ component, or only live human invigilation via camera? Is a live panel-based video GD/BEI (breakout-room style) platform required?			The Online Assessment will be conducted under live human invigilation by LIC officials
59	What is the required retention period for video recordings, audit trails and assessment data before secure deletion?	37	25.2	Refer RFP
60	Is any provision required for candidates with disabilities (PwD & other categories, please mention, if there are any) — e.g., extended time, assistive technology, alternate formats?			NO
61	Could you please clarify on the clause 6.6 – related to the IPR/copyright/license of the assessment exercises software?	26	6.6	Refer RFP : The bidder should have a valid license of the software used
62	Is it mandatory that the experts involved in the consultancy assignment are to be "exclusive" to the project (i.e., they are not supposed to be a part of any other project/assignment/activity in their organization)?			NO
63	Since Cl. 15.1 mandates firm, fixed prices for the full contract term (up to 5 years) with no escalation, is there any built-in mechanism to account for inflation, wage revisions, or technology upgrade costs over an extended 5-year period?	32	15.1	NO . Refer RFP :The prices are fixed throughout the contract period.
64	Since payment is strictly per successfully-completed candidate (Cl. 20(9), should bidders factor pricing risk for lower-than-tentative volumes, or will there be any minimum assured business commitment? i.e., Should we consider the given number of employees a) Top Management: 160-200 b) Senior Management: 400-450 while determining the Financial Bid?	35	20(9)	Refer RFP : There is no minimum assured business commitment. Payment shall be made only for those candidates who have actually attended and completed both components of the Assessment Exercise
65	Tools for placement in the Scale of ZM(S) and Promotion to the cadre of ZM(O)			Case Analysis/ Essay Writing, Extempore / Presentation, Behavioral Event Assessment, In Basket / Decision Making, Psychometric Tool
66	Tools for Promotion to the cadre of SDM			Case Analysis/ Written Exercise, Oral Presentation, Situation Judgement Interview, Psychometric Test, Problem Solving Exercise, Simulation Exercise / In Basket
67	Competencies for placement in the Scale of ZM(S) and Promotion to the cadre of ZM(O)			Communication Skills(Inter Personal , Written, Public Speaking),Analytical Ability and Decision Making ,Team Building ,People Leadership ,Strategic Thinking and Business Acumen ,Execution Excellence ,Conflict handling ,Negotiations and Influencing Skills ,Creative Problem Solution
68	Competencies for Promotion to the cadre of SDM			Interpersonal Communication Skills ,Team Building, Decision Making, Leadership, Design Thinking, Organizing, Conflict handling , Negotiations and Influencing Skills
69	Senior-level recruitment/selection assessments as relevant experience in addition to promotion/elevation assessments, where the positions assessed are comparable in seniority and responsibility to AGM & above	44	ANNEXURE-III	Refer RFP

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70	Senior-management assessment assignments conducted for Public Sector Banks as equivalent relevant experience to assessments conducted for Insurance PSUs, particularly for positions such as GM, VP, HOD and C-Suite/Senior Executive positions	44	ANNEXURE-III	Refer RFP
71	Large-scale online/computer-based assessment experience as relevant experience towards the online assessment requirement	44	ANNEXURE-III	Refer RFP
72	A suitable relaxation in the requirement of 100 candidates per exercise, particularly for seniormanagement assessments where the candidate pool may naturally be smaller, or alternatively, permitting the candidate requirement to be considered on an aggregate basis across qualifying assignments.	44	ANNEXURE-III	Refer RFP