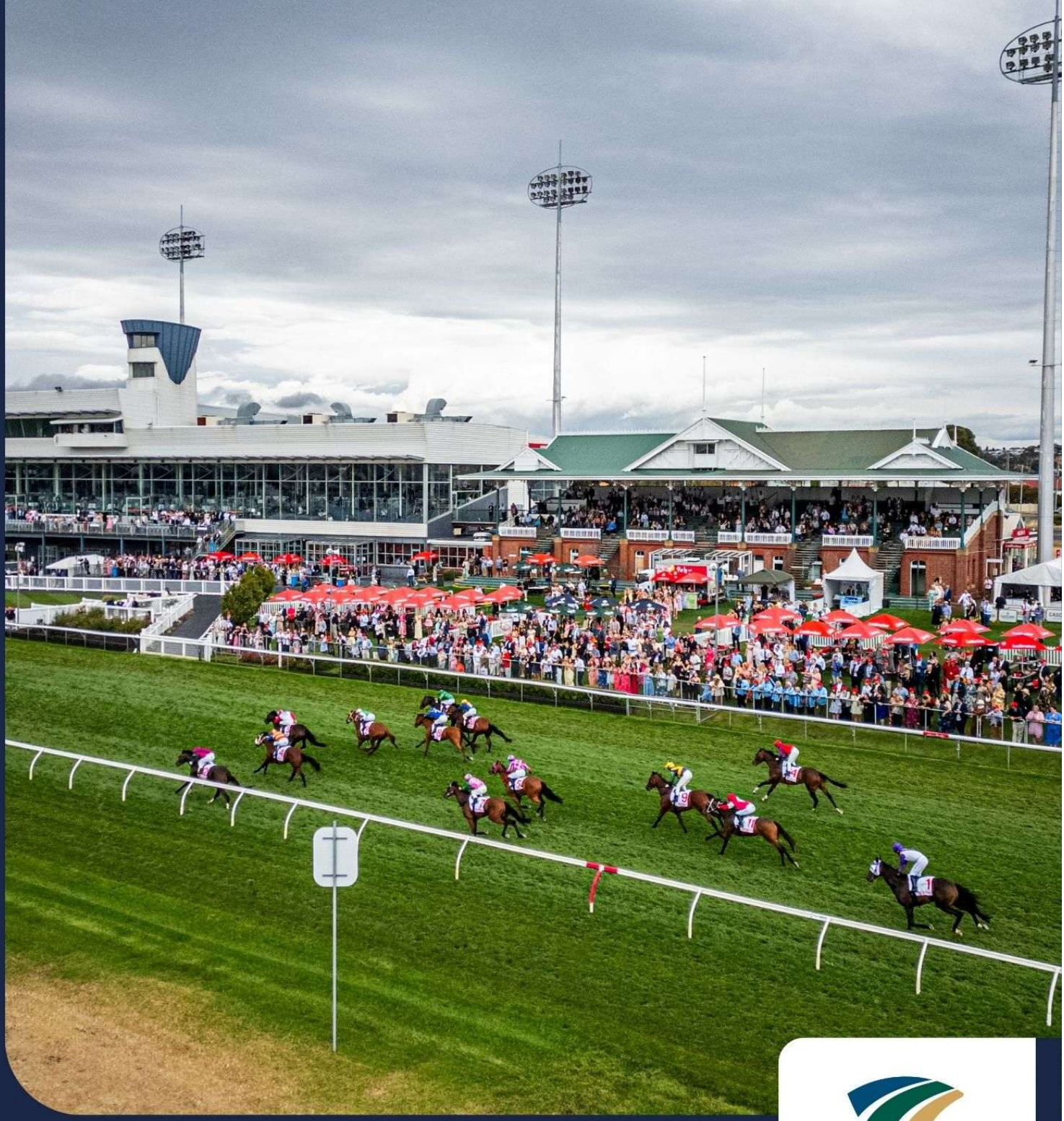


REQUEST FOR PROPOSAL (RFP)

Insurance Broking Services

Issue Date: 9th November 2026

Closing Date: 4th December 2026

Contact Officer: Daron Heald

Email: D.Heald@tasracing.com.au

Tasracing

Shaping a united and vibrant industry of which Tasmania can be proud.

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1. Introduction

Tasracing Pty Ltd ("Tasracing") invites suitably qualified and experienced insurance broking firms to submit proposals for the provision of comprehensive insurance broking and advisory services.

Tasracing is seeking to appoint a broker that can deliver strategic insurance advice, market-leading placement services, proactive risk management support, and claims advocacy across its diverse operations. The successful respondent will demonstrate extensive experience within the racing, sporting, entertainment, property, and infrastructure sectors.

For clarity, Tasracing means Tasracing Pty Ltd including:

- Hobart Greyhound Racing Club Inc
- Launceston Greyhound Racing Club Inc
- North West Greyhound Club Inc
- Burnie Harness Racing Club Inc
- Carrick Park Pacing Club Inc
- Devonport Harness Racing Club Inc
- Launceston Pacing Club Inc
- North Eastern Pacing Club Inc
- St Mary's Pacing Club Inc
- Tasmania Trotting Club
- Devonport Racing Club Inc
- King Island Racing Club Inc
- Tasmanian Racing Club Inc
- Tasmanian Turf Club Inc
- Greyhound Owners, Trainers and Breeders Association of Tasmania

The contract term is anticipated to be three (3) years with options to extend for up to two (2) additional one-year periods. Any extension option will be exercised at Tasracing's sole discretion, having regard to performance against agreed KPIs, ongoing business requirements and the continued suitability of the service provider.

2. About Tasracing

Tasracing is the controlling body responsible for the administration, development, and promotion of the thoroughbred, harness, and greyhound racing industries in Tasmania.

Tasracing owns, operates, or oversees a network of racing venues and associated facilities throughout Tasmania and is responsible for:

- Governance and Integrity of racing activities.
- Track and venue operations.
- Management of racing infrastructure and assets.
- Strategic industry development.
- Delivery of race meetings and events.
- Safety and welfare obligations.
- Stakeholder engagement across the racing industry.

The selected broker will be expected to develop insurance solutions that reflect the unique operational and risk profile of a statewide racing organisation.

3. Objectives of the Procurement

The objectives of this RFP are to:

- Secure high-quality insurance broking and advisory services.
- Obtain competitive insurance market outcomes.
- Ensure adequate protection of Tasracing's assets, liabilities, and operations.
- Improve risk management practices.
- Achieve value for money.
- Enhance claims management outcomes.
- Maintain compliance with applicable legal and regulatory requirements.
- Select a broker whose values, service philosophy, and stakeholder engagement approach align with Tasracing's culture, governance framework, and long-term strategic objectives.

4. Scope of Services

Insurance Program Management

The successful respondent shall:

- Review existing insurance arrangements.
- Conduct annual insurance program assessments.
- Identify coverage gaps and emerging risks.
- Develop placement strategies.
- Prepare underwriting submissions.
- Negotiate with insurers.
- Arrange policy renewals and placements.
- Provide certificates of currency.

Insurance Classes

The broker may be required to arrange and advise on:

Workers Compensation

- Jockeys
- Tasracing Administrative staff
- Tasracing Ground staff
- Club staff
- Raceday Casuals

Property Insurance

- Buildings and structures.
- Grandstands and racecourse assets.
- Plant and equipment.
- Contents and stock.
- Business interruption.

Liability Insurance

- Public liability.
- Products liability.
- Event liability.
- Professional indemnity.
- Management liability.

Motor Fleet

- Passenger vehicles.
- Utility vehicles.
- Maintenance equipment.
- Mobile plant.

Cyber Insurance

- Cyber liability.
- Privacy breaches.
- Network interruption.
- Incident response support.

Personal Accident

- Volunteers.
- Officials.
- Committee members.
- Racing participants where applicable.

Additional Classes

- Directors and Officers Liability.
- Employment Practices Liability.
- Crime/Fidelity.
- Environmental Liability.
- Industrial Special Risks.
- Contract Works.
- Machinery Breakdown.
- Other specialist coverage as required.

Claims Management

The broker shall:

- Provide claims lodgement assistance.
- Advocate on behalf of Tasracing.
- Manage insurer communications.
- Monitor claims progress.
- Provide regular claims reviews.
- Deliver claims trend analysis and reporting.
- Assist in dispute resolution.

Claims Data Ownership and Transition Assistance

Tasracing requires that all claims-related information and records generated, maintained, or obtained by the Broker in connection with Tasracing's insurance program remain accessible throughout the term of the contract and are capable of being transferred to Tasracing or a replacement broker upon request.

The successful Broker shall acknowledge that all claims histories, claims records, claims analytics, reports, and related information relating to Tasracing's insurance program are the property of Tasracing.

Upon expiry, termination, or non-renewal of the contract, the Broker shall, at no additional cost to Tasracing:

Claims History and Reporting

- Provide a complete and accurate claims history report covering the entire period of appointment.
- Include details of all open, closed, paid, outstanding and declined claims.
- Provide claim numbers, policy references, dates of loss, notification dates, claim descriptions, claim status and reserve information.
- Provide details of amounts paid, outstanding, recovered and reserved.
- Supply claims trend analysis and historical performance data where available.

Transfer of Claims Records

Provide all relevant claims documentation and information, including:

- Complete claim files.
- Correspondence with insurers.
- Correspondence with loss adjusters, investigators, legal advisers and other third parties.
- Expert reports and assessments.
- Settlement documentation.
- Recovery and subrogation records.
- Claims management reports and analytics.
- Any other information required for the ongoing management of claims.

Open Claims Transition

For all open claims, the Broker shall provide:

- A summary of claim status.
- Outstanding actions and next steps.
- Key dates and deadlines.
- Current insurer and service-provider contacts.
- Significant issues, exposures and risks requiring ongoing management.

- Recommendations regarding future handling of the claim.

Transition Assistance

The Broker shall:

- Cooperate fully with Tasracing and any replacement broker.
- Participate in reasonable transition and handover meetings.
- Provide briefings regarding insurance program history and claims matters.
- Transfer knowledge necessary to ensure continuity of service and effective claims management.
- Take all reasonable steps to facilitate an orderly and efficient transition.

Information Format and Delivery

The Broker shall provide all information:

- In an accessible and industry-standard electronic format.
- Including underlying source data where available.
- In a format capable of being imported or used by a successor broker.
- Within twenty (20) Business Days of contract expiry or termination, or within another timeframe reasonably specified by Tasracing.

Non-Withholding of Information

The Broker must not withhold any claims information, records, reports, correspondence or data due to:

- Outstanding fees or commissions.
- Commercial disputes.
- Contractual disagreements.
- Any other matter,

except where disclosure is prohibited by law.

Risk Advisory Services

The broker shall provide:

- Risk identification and assessment support.
- Insurance gap analysis.
- Benchmarking against comparable organisations.
- Emerging risk assessments.
- Cyber risk advisory services.
- Property valuation coordination where required.
- Business continuity and resilience support.

- Facilitation of annual risk and insurance strategy workshops with Tasracing management.
- Participation in governance and Board reporting processes as required.
- Provision of strategic advice regarding emerging industry, operational, financial and organisational risks.

Reporting

The successful respondent must provide:

- Annual insurance program review.
- Renewal strategy report.
- Claims analytics and trend reporting.
- Market updates.
- Regulatory and legislative updates.
- Risk management recommendations.

Relationship Management

The successful broker shall:

- Maintain regular engagement with Tasracing stakeholders.
- Conduct quarterly stewardship meetings.
- Attend annual strategic planning and insurance review meetings.
- Provide executive-level access where required.
- Foster collaborative working relationships across Tasracing.
- Proactively identify opportunities for improvement in insurance, risk management and claims performance.
- Act as a trusted adviser to Tasracing on insurance and risk-related matters.

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5. Insurance Portfolio Information

Respondents should note that Tasracing's insurance requirements may include:

- Multiple racing venues and associated facilities.
- Office accommodation and administrative operations.
- Public events and race meetings.
- Asset ownership and management.
- Employees and contractors.
- Volunteers and racing officials.
- Technology and operational systems.

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6. Respondent Requirements

Corporate Information

Provide:

- Legal entity name.
- ABN.
- Corporate structure.
- Business locations.
- Years in operation.

Licensing and Compliance

Provide:

- Australian Financial Services Licence (AFSL) details.
- Professional memberships.
- Regulatory compliance history.
- Professional indemnity insurance details.

Experience

Demonstrate:

- Experience with racing, sporting, entertainment or venue operators.
- Experience with government-owned or statutory entities.
- Relevant client portfolio.
- Examples of similar engagements.

Team Capability

Provide details of:

- Proposed account executive.
- Claims specialists.
- Risk consultants.
- Cyber specialists.
- Executive oversight.

Include relevant qualifications, certifications and industry experience.

Respondents should additionally:

- Identify all key personnel who will provide services to Tasracing.
- Outline succession arrangements and service continuity plans.

- Disclose any anticipated changes to the proposed service team during the next 24 months.
- Describe staff retention strategies and approach to maintaining service continuity throughout the contract term.

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7. Proposal Response Requirements

Executive Summary

Provide an overview of:

- Understanding of Tasracing's requirements.
- Proposed service approach.
- Key differentiators.

Service Delivery Model

Describe:

- Account management structure.
- Client service approach.
- Renewal management process.
- Claims management model.
- Risk advisory framework.

Market Access

Provide details on:

- Insurer panel.
- International market capabilities.
- Alternative risk transfer solutions.
- Placement strategy.

Cultural Alignment and Stakeholder Engagement

Respondents should describe:

- Their understanding of Tasracing and the Tasmanian racing industry.
- Their understanding of Tasracing's governance framework and stakeholder environment.
- Their approach to building trusted advisory relationships.
- How they engage with Boards, executives, operational management and industry stakeholders.

- Examples of long-term strategic client partnerships.
- Organisational values and culture.
- The cultural attributes of the proposed team and how these align with Tasracing's expectations and ways of working.

Innovation

Outline:

- Digital service capabilities.
- Claims management technology.
- Risk intelligence tools.
- Data analytics and reporting capabilities.

Transition Plan

Provide a detailed implementation plan including:

- Key milestones.
- Resource allocation.
- Information gathering.
- Renewals timetable.
- Risk mitigation during transition.

Claims Data Management and Transition

Respondents should describe:

- Their approach to claims record management.
- Systems used to maintain claims histories and claim files.
- Data extraction and reporting capabilities.
- Their contract exit and transition methodology.
- How claims information would be transferred to Tasracing and/or an incoming broker.
- Previous examples of broker transition and claims handover activities.
- Timeframes and resources that would be allocated to a transition process.

Pricing

Respondents must provide:

- Brokerage arrangements.
- Fee structure.
- Fixed fees (if applicable).
- Additional service charges.
- Commission disclosures.

- Any third-party costs.

Respondents must also disclose:

- All insurer commissions.
- Profit-sharing arrangements.
- Volume-based incentives.
- Market support agreements.
- Fees paid directly or indirectly by insurers.
- Any other remuneration associated with Tasracing's insurance program.

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8. Key Performance Indicators (KPIs)

Service Standards

- Responsiveness to enquiries.
- Timeliness of advice.
- Renewal delivery timelines.
- Policy administration accuracy.

Claims Performance

- Claims notification processing times.
- Claims resolution outcomes.
- Claims reporting quality.

Strategic Outcomes

- Market competitiveness.
- Coverage improvements.
- Risk management initiatives delivered.
- Stakeholder satisfaction.

Stakeholder Engagement and Cultural Alignment

- Stakeholder satisfaction ratings.
- Responsiveness to requests and issues.
- Quality and relevance of strategic advice.
- Effectiveness of relationship management.
- Demonstrated understanding of Tasracing's operating environment.
- Participation in stewardship and strategic review meetings.
- Achievement of agreed service standards and relationship objectives.

9. Evaluation Criteria

Criterion	Weighting
Relevant experience and capability	20%
Quality of proposed service model	20%
Insurance market access and expertise	20%
Cultural fit and stakeholder alignment	15%
Claims management capability	10%
Innovation and value-added services	5%
Pricing and value for money	10%
Total	**100%**

Relevant Experience and Capability (20%)

Assessment will include:

- Demonstrated experience providing insurance broking services to organisations of similar size and complexity.
- Experience within the racing, sporting, events, entertainment, property, infrastructure or government sectors.
- Qualifications and experience of the proposed service team.
- Demonstrated capability in managing complex insurance programs.
- Strategic insurance advisory expertise.

Quality of Proposed Service Model (20%)

Assessment will include:

- Account management structure and governance arrangements.
- Service delivery model and client support framework.
- Renewal strategy and implementation process.
- Risk management and advisory approach.
- Responsiveness and accessibility of key personnel.
- Transition and implementation methodology.

Insurance Market Access and Expertise (20%)

Assessment will include:

- Breadth and depth of insurer relationships.
- Access to local, national and international insurance markets.

- Specialist expertise relevant to Tasracing's risk profile.
- Ability to negotiate competitive terms, conditions and pricing.
- Knowledge of emerging insurance market trends and solutions.

Cultural Fit and Stakeholder Alignment (15%)

Assessment will include:

- Demonstrated understanding of Tasracing's role, operating environment and stakeholder landscape.
- Ability to establish trusted and collaborative relationships with Tasracing's Board, Executive and management teams.
- Experience operating successfully within complex stakeholder environments.
- Alignment with Tasracing's values of integrity, accountability, safety, collaboration and industry sustainability.
- Communication style, responsiveness and commitment to service excellence.
- Evidence of successful long-term client relationships.
- Suitability and stability of the proposed service team.
- Demonstrated ability to act as a strategic adviser rather than solely as a transaction-based insurance broker.

Tasracing may assess cultural fit through:

- Written submissions.
- Interviews and presentations.
- Reference checks.
- Interactions with proposed service personnel.
- Assessment of organisational values and stakeholder engagement practices.

Claims Management Capability (10%)

Assessment will include:

- Claims advocacy processes.
- Claims management resources and expertise.
- Escalation and dispute resolution capabilities.
- Claims reporting and analytics.
- Demonstrated evidence of achieving favourable client claims outcomes.
- Quality and accessibility of claims data management systems.
- Ability to provide complete and accurate claims histories.
- Effectiveness of proposed transition and handover arrangements.
- Demonstrated experience in supporting broker transition activities.
- Commitment to data ownership, transparency and continuity of claims management.

Innovation and Value-Added Services (5%)

Assessment will include:

- Digital service and reporting capabilities.
- Data analytics and risk intelligence tools.
- Cyber risk advisory support.
- Innovative risk management approaches.
- Additional services providing measurable value to Tasracing.

Pricing and Value for Money (10%)

Assessment will include:

- Transparency of fees and remuneration arrangements.
- Competitiveness of pricing.
- Commission and remuneration disclosures.
- Demonstrated value relative to cost.
- Long-term cost management strategies and opportunities for premium optimisation.

Evaluation Process

Tasracing reserves the right to:

- Conduct interviews or presentations with shortlisted respondents.
- Undertake reference and financial checks.
- Seek clarification regarding any aspect of a proposal.
- Request additional information.
- Conduct negotiations with one or more respondents.
- Request a Best and Final Offer (BAFO).

Reference checks may include assessment of:

- Relationship management capability.
- Communication and responsiveness.
- Strategic advisory capability.
- Cultural compatibility and values alignment.
- Stakeholder engagement effectiveness.
- Service consistency and team stability.

The successful respondent will be the organisation that demonstrates the strongest overall capability, market expertise, service delivery model, cultural alignment, claims management capability, innovation and value for money

10. Procurement Timetable

Activity	Date
RFP Issued	9th November 2026
Questions Close	27th November 2026
Responses Due	4th December 2026
Evaluation Period	11th December 2026
Interviews (if required)	18th December 2026
Preferred Respondent Selected	30th December 2026
Contract Commencement	11th January 2027

Tasracing reserves the right to vary the timetable.

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11. Conditions of Tender

Tasracing:

- Is not bound to accept the lowest priced or any proposal.
- May negotiate with one or more respondents.
- May request additional information.
- May discontinue or vary the procurement process at any time.
- Will treat all information received as commercial-in-confidence, subject to legal obligations.

All costs incurred in preparing a response are the responsibility of the respondent.

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12. Confidentiality

Respondents must maintain confidentiality regarding all information provided during this procurement process and may be required to execute a confidentiality deed prior to receiving detailed insurance information.

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13. Conflict of Interest

Respondents must disclose any actual, potential or perceived conflicts of interest that may arise in relation to the provision of services to Tasracing.

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14. Submission Requirements

Proposals must be submitted electronically in PDF format to:

Email: tenders@tasracing.com.au
Subject: RFP – Insurance Broking Services

Submissions must be received no later than **5pm 4th December 2026**

Late submissions may not be accepted.

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15. Enquiries

All enquiries regarding this RFP must be directed to:

Daron Heald
Tasracing Pty Ltd
Email: d.heald@tasracing.com.au

Respondents must not contact other Tasracing personnel regarding this procurement process unless authorised.

Appendix A – Respondent Declaration

I certify that:

- The information provided is true and correct.
- The respondent has authority to submit this proposal.
- Any conflicts of interest have been disclosed.
- The respondent accepts the conditions outlined in this RFP.

Authorised Representative: _____

Position: _____

Signature: _____

Date: _____

Appendix B – Pricing Schedule

Description	Fee / Cost ($ excl. GST)
Annual Brokerage Fee	
Risk Advisory Services	
Claims Management Services	
Cyber Advisory Services	
Additional Services	
Other Costs	

Total Proposed Annual Cost: _____

Additional Remuneration Disclosure

Remuneration Type	Description	Amount / Basis
Insurer Commission		
Profit Share		
Volume Incentive		
Market Support Agreement		
Other Remuneration		

Respondents must disclose all actual or potential sources of remuneration connected with Tasracing's insurance program.