

**UKHO Distributor Application**

The UK Hydrographic Office (UKHO) is a world leader in the provision of navigational charts and publications and enjoys a high reputation for the quality of its products and services.

The UKHO is an Executive Agency of the Ministry of Defence. Its primary role is to meet the national, defence and civil needs for navigational and other hydrographic information in the most effective manner.

The UKHO’s products and services are mainly sold through a global selective distribution network. The network is made up of knowledgeable, professional and experienced organisations or companies. The UKHO’s Distributors are committed to customer satisfaction and upholding and advancing the reputation of UKHO products and services.

The UKHO had two major product streams, sold under the ADMIRALTY brand;

1. Traditional paper navigational charts compiled and printed in hard copy, together with periodic updates and accompanying publications
2. Digital products including Electronic Navigational Charts (ENCs), electronic publications and raster products. The digital products are supplied direct to end users and supported by electronic updates and overlay information tailored to meet the mariners’ needs.

**Application Process**

You have expressed an interest in becoming an official Distributor of ADMIRALTY products and services. All applicants must complete the Distributor Application Questionnaire (DAQ). The purpose of the DAQ is to assist the UKHO in making an objective assessment as to whether your application is appropriate to take forward for further consideration. The DAQ sets out all the information which is required by the UKHO in order to access the suitability of your application in terms of your knowledge and experience of working within the SOLAS shipping industry, technical capability, commercial standing, your company’s financial viability, strategy and resource and your track record as a Distributor of other organisations’ goods and services.

All questions contained in the DAQ should be answered in full or, if not, reasons provided. Failure to complete all or part of the questionnaire without reasonable cause, or failure to provide sufficient narrative or comment where required, will result in your application being rejected.

You may apply to be any of the following;

* ADMIRALTY Paper Distributor

Apply to gain the authority to distribute ADMIRALTY paper products and services including nautical charts, publications in paper form and services allied or complementary to such products.

* ADMIRALTY Digital Distributor

Apply to gain the authority to distribute ADMIRALTY digital products and services including nautical charts, publications in digital format and services allied or complementary to such products.

* ADMIRALY Print on Demand (POD) Distributor

Apply to gain authority to print charts, which will have a UKHO equivalence of a Standard Nautical Chart (SNC), at a registered location using the POD system, UKHO data and Approved Materials. (Applicants’ who wish to apply for this status would also need to apply to become an ADMIRALTY Paper or Digital Distributor).

Applications will be considered quarterly. The applications will be reviewed in January, April, July and October of each year with the review process being completed within one calendar month.

Applicants are responsible for all costs, expenses and liabilities incurred by them in connection with preparation, submission and ongoing application discussions.

For the avoidance of doubt, completion of a DAQ does not guarantee appointment as an ADMIRALTY Distributor.

**Return of Questionnaire**

Please supply a completed copy of your DAQ via email to [channel@ukho.gov.uk](mailto:channel@ukho.gov.uk) for the attention of the Channel & Partner Programmes Manager

If, following consideration of your application and any subsequent clarification discussions that may be required, the UKHO judges you meet the published appointment criteria, you will have passed the first stage of the application process. You will then continue with the application process as follows;

1. We will visit your operating location
2. We will contact your referees
3. If we are satisfied with your references and premises, standard Distributor agreement(s) will be issued and countersigned
4. ‘New’ Distributor training will be conducted within 6 months of date of last signature of Distributor agreement(s)

These stages of the application process take place consecutively. Successful completion of each stage will enable the application to continue to the next stage.

Only on completion of the ‘New’ Distributor training and when advised formally that the process has completed successfully will the applicant be able to promote itself and act as an ADMIRALTY Distributor.

If your application is unsuccessful you will be notified of the conclusion and given feedback via email. You may be excluded from reapplying for 12 months if the UKHO considers that you will need that time to gain the necessary experience and skills to be successful in a future application.

Please be aware that the whole application process can take 6 months or more.

The UKHO, and any advisers it may use, will treat all responses as Commercial in Confidence and will take appropriate steps to preserve the confidentiality of information provided by applicants. Individual confidentiality agreements may be requested. Applicants are also advised that their responses may be reproduced by the UKHO and any advisers it may use. Such reproduction will be for use by the UKHO and its advisers solely in connection with your application.

**Evaluation process**

Subject to certain mandatory pass/fail requirements being met, each applicant will be evaluated against a number of requirements. To ensure all applicants are given fair and equal consideration the UKHO will use evaluation criteria to score responses in section 7 – Mandatory Requirements. Responses will be given a score of 0, 1, 4, 7, or 10, for each response which is determined in accordance with the following methodology. In each case, the overall strength/quality of the response will be evaluated in order to determine whether the response should be categorised as Poor, Weak, Fair, Adequate or Excellent and, for these purposes, an indicative (but not necessarily exhaustive) list of the characteristics that will be taken into account are those set out below. Responses for each question will be scored on its own merit and therefore should contain all the information required to answer that question. The UKHO will not take into account Information provided in answers to other questions

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| --- | --- |
| **Score 0** | **Poor.** No response or response which is irrelevant to question. |
| **Score 1** | **Weak.** Response only partially answers question, with major deficiencies apparent. Little relevant detail. |
| **Score 4** | **Fair.** Response almost meets question requirements but remains basic and missing some detail. |
| **Score 7** | **Adequate.** Response satisfies question requirement and has provided detail requested. |
| **Score 10** | **Excellent.** Comprehensive and useful response which answers the question and exceeds minimum expectations. Includes a full description and high level of detail which adds value to the application. |

**UKHO Distributor Application Questionnaire (DAQ)**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1.** | **Applicant Information** | | | | | | | | | | | | |
| **1.1** | What are you applying for? (Please mark ‘X’ to all that apply) | | | | | | | | | | | | |
| Paper Distributor | | | Digital Distributor | | | | | | POD Distributor | | | | |
| **1.2** | Registered company name | | |  | | | | | | | | | |
| **1.3** | Trading name (if different from Registered company name) | | |  | | | | | | | | | |
| **1.4** | Previous trading name (if different to current trading name) | | |  | | | | | | | | | |
| **1.5** | Registered company address | | |  | | | | | | | | | |
| **1.6** | Intended operating location (if different from registered company address) | | |  | | | | | | | | | |
| **1.7** | Registered company number | | |  | | | | | | | | | |
| **1.8** | Company website address | | |  | | | | | | | | | |
| **1.9** | ISO 9001 certificate number (please enclose a copy of certificate in the application) | | |  | | | | | | | | | |
| **1.10** | Registered VAT number | | |  | | | | | | | | | |
| **1.11** | Registered charity number | | |  | | | | | | | | | |
| **1.12** | Name of immediate parent company | | |  | | | | | | | | | |
| **1.13** | Name of ultimate parent company | | |  | | | | | | | | | |
| **1.14** | Please mark ‘X’ in the relevant box to indicate your trading status | | | A public limited company | | | | | | | | | |
| A limited company | | | | | | | | | |
| A limited liability partnership | | | | | | | | | |
| Other partnership | | | | | | | | | |
| Sole trader | | | | | | | | | |
| Other (please specify) | | | | | | | | | |
| **1.15** | Please provide a brief history of the Company including names of all directors, parent and associated companies.  Max. word limit of 500 words | | |  | | | | | | | | | |
| **1.16** | Authorised person for contact purposes for this application | | |  | | | | | | | | | |
| **1.17** | Position held in company | | |  | | | | | | | | | |
| **1.18** | Contact telephone number | | |  | | | | | | | | | |
| **1.19** | Contact email address | | |  | | | | | | | | | |
| **1.20** | Is the application is being completed by an agent on behalf of a principal, please give the name, address and status of agent. | | |  | | | | | | | | | |
|  |  | | |  | | | | | | | | | |
| **2.** | **Mandatory Exclusion** | | | | | | | | | | | | |
|  | You will be excluded from the application process if there is evidence of convictions relating to specific criminal offences including, but not limited to, bribery, corruption, conspiracy, terrorism, fraud and money laundering, or if you have been the subject of a binding legal decision which found a breach of legal obligations to pay tax or social security obligations (except where this is disproportionate e.g. only minor amounts involved). The following tables provide space for you to answer certain questions. References to legislation are references to UK legislation. If you are not in the UK please declare convictions and other violations in your jurisdiction that are equivalent or similar to those described below. | | | | | | | | | | | | |
| **2.1** | **Within the past five years, has your organisation Directors or Partner or any other person who has powers of representation, decision or control been convicted of any of the following offences?** | | | | | | | | **Please indicate your answer by marking ‘X’ in the relevant box.** | | | | |
| **Yes** | **No** | | | |
|  | 1. conspiracy within the meaning of section 1 or 1A of the Criminal Law Act 1977 or article 9 or 9A of the Criminal Attempts and Conspiracy (Northern Ireland) Order 1983 where that conspiracy relates to participation in a criminal organisation as defined in Article 2 of Council Framework Decision 2008/841/JHA on the fight against organised crime; | | | | | | | |  |  | | | |
|  | 1. corruption within the meaning of section 1(2) of the Public Bodies Corrupt Practices Act 1889 or section 1 of the Prevention of Corruption Act 1906; | | | | | | | |  |  | | | |
|  | 1. the common law offence of bribery; | | | | | | | |  |  | | | |
|  | 1. bribery within the meaning of sections 1, 2 or 6 of the Bribery Act 2010; or section 113 of the Representation of the People Act 1983; | | | | | | | |  |  | | | |
|  | 1. any of the following offences, where the offence relates to fraud affecting the European Communities’ financial interests as defined by Article 1 of the Convention on the protection of the financial interests of the European Communities: | | | | | | | |  |  | | | |
|  | 1. the offence of cheating the Revenue; | | | | | | | |  |  | | | |
|  | 1. the offence of conspiracy to defraud; | | | | | | | |  |  | | | |
|  | 1. fraud or theft within the meaning of the Theft Act 1968, the Theft Act (Northern Ireland) 1969, the Theft Act 1978 or the Theft (Northern Ireland) Order 1978; | | | | | | | |  |  | | | |
|  | 1. fraudulent trading within the meaning of section 458 of the Companies Act 1985, article 451 of the Companies (Northern Ireland) Order 1986 or section 993 of the Companies Act 2006; | | | | | | | |  |  | | | |
|  | 1. fraudulent evasion within the meaning of section 170 of the Customs and Excise Management Act 1979 or section 72 of the Value Added Tax Act 1994; | | | | | | | |  |  | | | |
|  | 1. an offence in connection with taxation in the European Union within the meaning of section 71 of the Criminal Justice Act 1993; | | | | | | | |  |  | | | |
|  | 1. destroying, defacing or concealing of documents or procuring the execution of a valuable security within the meaning of section 20 of the Theft Act 1968 or section 19 of the Theft Act (Northern Ireland) 1969; | | | | | | | |  |  | | | |
|  | 1. fraud within the meaning of section 2, 3 or 4 of the Fraud Act 2006; or | | | | | | | |  |  | | | |
|  | 1. the possession of articles for use in frauds within the meaning of section 6 of the Fraud Act 2006, or the making, adapting, supplying or offering to supply articles for use in frauds within the meaning of section 7 of that Act; | | | | | | | |  |  | | | |
|  | 1. any offence listed— | | | | | | | |  |  | | | |
|  | 1. in section 41 of the Counter Terrorism Act 2008; or | | | | | | | |  |  | | | |
|  | 1. in Schedule 2 to that Act where the court has determined that there is a terrorist connection; | | | | | | | |  |  | | | |
|  | 1. any offence under sections 44 to 46 of the Serious Crime Act 2007 which relates to an offence covered by subparagraph (f); | | | | | | | |  |  | | | |
|  | 1. money laundering within the meaning of sections 340(11) and 415 of the Proceeds of Crime Act 2002; | | | | | | | |  |  | | | |
|  | 1. an offence in connection with the proceeds of criminal conduct within the meaning of section 93A, 93B or 93C of the Criminal Justice Act 1988 or article 45, 46 or 47 of the Proceeds of Crime (Northern Ireland) Order 1996; | | | | | | | |  |  | | | |
|  | 1. an offence under section 4 of the Asylum and Immigration (Treatment of Claimants etc.) Act 2004; | | | | | | | |  |  | | | |
|  | 1. an offence under section 59A of the Sexual Offences Act 2003; | | | | | | | |  |  | | | |
|  | 1. an offence under section 71 of the Coroners and Justice Act 2009 | | | | | | | |  |  | | | |
|  | 1. an offence in connection with the proceeds of drug trafficking within the meaning of section 49, 50 or 51 of the Drug Trafficking Act 1994; or | | | | | | | |  |  | | | |
|  | 1. any other offence within the meaning of Article 57(1) of the Public Contracts Directive— | | | | | | | |  |  | | | |
|  | 1. as defined by the law of any jurisdiction outside England and Wales and Northern Ireland; or | | | | | | | |  |  | | | |
|  | 1. created, after the day on which these Regulations were made, in the law of England and Wales or Northern Ireland. | | | | | | | |  |  | | | |
| **2.2** | **Non-payment of taxes**  **2.2 Has it been established by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which your organisation is established (if outside the UK), that your organisation is in breach of obligations related to the payment of tax or social security contributions?**  If you have answered Yes to this question, please use a separate Appendix to provide further details. Please also use this Appendix to confirm whether you have paid, or have entered into a binding arrangement with a view to paying, including, where applicable, any accrued interest and/or fines? | | | | | | | |  |  | | | |
| **2.3** | **Is there any legal reason why you may not enter into a contract with the UKHO to become a Distributor?** | | | | | | | |  |  | | | |
|  |  | | | | | | | |  | | | | |  |
| If you have answered “yes” to question 2.2 on the non-payment of taxes or social security contributions, and have not paid or entered into a binding arrangement to pay the full amount, you may still avoid exclusion if only minor tax or social security contributions are unpaid or if you have not yet had time to fulfil your obligations since learning of the exact amount due. If your organisation is in that position please provide details using a separate Appendix.  If you have answered “no” to question 2.3 and it later becomes apparent to the UKHO that your answer was not correct it will reject your application and refuse to consider any other application you may make for 12 months. It also reserves the right, if your application has been successful and you have entered into any contract(s) with the UKHO, it will terminate that contract/those contracts with immediate effect, on the basis that giving your incorrect answer was conduct prejudicial to the interests of the UKHO. | | | | | | | | | | | | | |
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| **3.** | **Grounds for Discretionary Exclusion – Part 1** | | | | | | | | | | | | |
|  | The UKHO may exclude any applicant who answers ‘Yes’ in any of the following situations set out in paragraphs (a) to (i); | | | | | | | | | | | | |
| **3.1** | **Within the past three years, please indicate if any of the following situations have applied, or currently apply, to your organisation.** | | | | | | | | **Please indicate your answer by marking ‘X’ in the relevant box.** | | | | |
| **Yes** | | **No** | | |
|  | (a) your organisation has violated obligations in the fields of environmental, social and labour law established by EU law, national law, collective agreements or by international environmental, social and labour law; | | | | | | | |  | |  | | |
|  | (b) your organisation is bankrupt or is the subject of insolvency or winding-up proceedings, where your assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State; | | | | | | | |  | |  | | |
|  | (c) your organisation is guilty of grave professional misconduct, which renders its integrity questionable; | | | | | | | |  | |  | | |
|  | (d) your organisation has a conflict of interest that cannot be effectively remedied; | | | | | | | |  | |  | | |
|  |  | | | | | | | |  | | | | |  |
| **Conflicts of interest**  In accordance with question 3.1 (d), the UKHO may exclude an applicant if there is a conflict of interest which cannot be effectively remedied. The concept of a conflict of interest includes any situation where relevant staff members have, directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of this application.  Where there is any indication that a conflict of interest exists or may arise then it is the responsibility of the applicant to inform the UKHO, detailing the conflict in a separate Appendix. Provided that it has been carried out in a transparent manner, routine pre-market engagement carried out by the UKHO should not represent a conflict of interest for the Applicant. | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| **4.** | **Grounds for Discretionary Exclusion – Part 2** | | | | | | | | | | | | |
| The UKHO may in its sole discretion exclude an applicant where it can demonstrate the applicant’s non-payment of taxes/social security contributions where no binding legal decision has been taken. | | | | | | | | | | | | |
| **From 1 April 2013 onwards, have any of your company’s tax returns submitted on or after 1 October 2012;** | | | | | | | | **Please indicate your answer by marking ‘X’ in the relevant box.** | | | | |
| **Yes** | | **No** | | |
| **4.1** | Given rise to a criminal conviction for tax related offences which is unspent, or to a civil penalty for fraud or evasion; | | | | | | | |  | |  | | |
| **4.2** | Been found to be incorrect as a result of:   * + - HMRC successfully challenging it under the General Anti-Abuse Rule (GAAR) or the “Halifax” abuse principle; or     - A tax authority in a jurisdiction in which the legal entity is established successfully challenging it under any tax rules or legislation that have an effect equivalent or similar to the GAAR or the “Halifax” abuse principle; or the failure of an avoidance scheme in which the applicant was involved and which was, or should have been, notified under the Disclosure of Tax Avoidance Scheme (DOTAS) or any equivalent or similar regime in a jurisdiction in which the applicant is established. | | | | | | | |  | |  | | |
|  |  | | | | | | | |  | | | | |  |
| If answering “Yes” to either 4.1 or 4.2 above, the applicant may provide details of any mitigating factors that it considers relevant and that it wishes the UKHO to take into consideration.  This could include, for example:   * corrective action undertaken by the applicant to date; * corrective action planned to be taken; * changes in personnel or ownership since the occasion of non-compliance; or * Changes in financial, accounting, audit or management procedures since the occasion of non-compliance.   In order that the UKHO can consider any factors raised by the applicant, the applicant should provide:   * a brief description of the occasion, the tax to which it applied, and the type of “non-compliance” e.g. whether HMRC or the foreign Tax Authority has challenged pursuant to the GAAR, the “Halifax” abuse principle etc.; * where the occasion of non-compliance relates to a DOTAS, the number of the relevant scheme; * the date of the original “non-compliance” and the date of any judgment against the applicant, or date when the return was amended; and * the level of any penalty or criminal conviction applied. | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | |
| **5.** | **Economic and Financial Standing** | | | | | | | | | | | | |
| The UKHO may exclude any applicant unable to demonstrate its economic/financial standing; | | | | | | | | | | | | |
| **5.1** | **Please provide one of the following to demonstrate your economic/financial standing and include evidence as an appendix to this application;**  **Please indicate your answer with an ‘X’ in the relevant box.** | | | | | | | | | | | | |
|  |  | A copy of the audited accounts for the most recent two years | | | | | | | | | | | |
|  |  | A statement of the turnover, profit & loss account, current liabilities and assets, and cash flow for the most recent year of trading for this organisation | | | | | | | | | | | |
|  |  | A statement of the cash flow forecast for the current year and a bank letter outlining the current cash and credit position | | | | | | | | | | | |
|  |  | Alternative means of demonstrating financial status if any of the above are not available (e.g. Forecast of turnover for the current year and a statement of funding provided by the owners and/or the bank, charity accruals accounts or an alternative means of demonstrating financial status). | | | | | | | | | | | |
| **5.2** | Please supply a copy of any announcements made to the authorities of the Stock Exchange, market or bourse on which the stock and shares of the company are publically traded, since the date of publication of the last audited set of accounts. | | | | | | | |  | | | | |
| **5.3** | Please provide details of significant pending developments, changes in financial structure or ownership, prospective take-over bids, buy-outs and closures etc. which are currently in the public domain | | | | | | | |  | | | | |
|  |  | | | | | | | |  | | | | |  |
| **6.** | **Additional Questionnaire Modules** | | | | | | | | | | | | |
| Applicants who self-certify that they meet the requirements for these additional modules may be required to provide evidence of this if they are successful at DAQ evaluation stage. | | | | | | | | | | | | |
|  | | | | | | | | | **Please indicate your answer by marking ‘X’ in the relevant box.** | | | | |
| **Yes** | | **No** | | |
| **6.1** | **Insurance** | | | | | | | | | | | | |
| **6.1.1** | Please confirm that you already have, or can commit to obtain, prior to the commencement of the agreement, a policy or polices of insurance providing an adequate level of cover in respect of all risks which may be incurred in acting as a Distributor including employer’s liability insurance. | | | | | | | |  | |  | | |
| **6.2** | **Compliance with equality legislation**  For organisations working outside of the UK please refer to equivalent legislation in the country that you are located. | | | | | | | | | | | | |
| **6.2.1** | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? | | | | | | | |  | |  | | |
| **6.2.2** | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?  If you have answered “yes” to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.  If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.  You may be excluded if you are unable to demonstrate to the UKHO’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring. | | | | | | | |  | |  | | |
| **6.2.3** | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | | | | | | | |  | |  | | |
| **6.3** | **Environmental Management** | | | | | | | | | | | | |
| **6.3.1** | Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?  If your answer to this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served.  The UKHO will not select applicants that have been prosecuted or have had notice served upon them under environmental legislation in the last 3 years, unless the UKHO is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches. | | | | | | | |  | |  | | |
| **6.3.2** | If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation? | | | | | | | |  | |  | | |
| **6.4** | **Health and Safety** | | | | | | | | | | | | |
| **6.4.1** | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements. | | | | | | | |  | |  | | |
| **6.4.2** | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders from the Health and Safety Executive (or equivalent body) in the last 3 years?  If your answer to this question was “Yes”, please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result.    The UKHO will exclude applicants that have been in receipt of enforcement/remedial action orders unless the applicant can demonstrate to the UKHO’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches. | | | | | | | |  | |  | | |
| **6.4.3** | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? | | | | | | | |  | |  | | |
|  | | | | | | | |  | | | |  |
| **7.** | **Mandatory Requirements (SCORED QUESTIONS)** | | | | | | | | | | | | |
|  | Please refer to the published UKHO Distributor Appointment Criteria which outlines the main areas of capability to which the responses of this section will be evaluated against.  Complete all sections relevant to your application;  7.1 – General Requirements - All applicants  7.2 – ADMIRALTY Paper Distributor Applicants only  7.3 – ADMIRALTY POD Distributor Applicants only  7.4 – ADMIRALTY Digital Distributor Applicants only  **All answers have a maximum word limit of 500 words unless stated otherwise.** | | | | | | | | | | | | |
| **7.1** | **General Requirements** | | | | | | | | | | | | |
| **7.1.1** | Having read the UKHO’s published criteria for Official Distributors please explain:   * Your reasons for and why you consider yourselves to be suitable to be appointed as an Official UKHO Distributor * Experience of working and selling into the shipping industry, in particular:   + SOLAS navigation   + Experience and knowledge of ADMIRALTY products * Experience of working in a highly regulated market   Max. word limit of 1000 words | | | | |  | | | | | | | |
| **7.1.2** | Please provide your proposed Sales and Marketing plan for UKHO products and services. Including:   * Details of your proposed approach to meeting the criteria. * Details of your current product profile and those you intend to provide * Current and target customers * How you intend to promote UKHO products and services * Sales forecasts. * Details of your Company’s e-business experience and capability (e.g. B2B) * Your plans, if any, to use any operating locations other than that listed on the application * Whether you have plans to appoint sub-Distributor/resellers to stock and supply ADMIRALTY products and services to customers.   The plan should cover the first 3 years following appointment as a Distributor.  Max. word limit of 5,000 words | | | | |  | | | | | | | |
| **7.1.3** | Please provide details of resources to be employed by you to ensure you achieve your Sales and Marketing plans, including:   * Financial Investment * Human resources employed including structure, experience, and capability * Development capability (inhouse vs external) | | | | |  | | | | | | | |
| **7.1.4** | Please describe your customer support functionality including:   * How you resolve your customer queries and complaints * Response times and Service Level targets * Escalation procedures * Details around business hours for operating locations * Communication plans around technical issues or potential product recalls * How you support customers on 24 hours a day, 7 days a week, 365 days a year   Max. word limit of 1000 words | | | | |  | | | | | | | |
| **7.1.5** | Please give details of your website, including:   * Summary of the information contained * If the website has B2B capability and order capability or is this on an additional website * Future plans and developments * Context around the website and web pages * Link to your website | | | | |  | | | | | | | |
| **7.2** | **ADMIRALTY Paper Distributor Requirements** | | | | | | | | | | | | |
| **7.2.1** | Please provide details of:   * Your current or proposed stock ordering and stock control system * How you propose to manage the accuracy of orders with UKHO | | | | |  | | | | | | | |
| **7.2.2** | Describe your intended storage of paper products and chart updating area, including supporting labelled photographs of these areas | | | | |  | | | | | | | |
| **7.2.3** | Please give details on your ability to distribute and support UKHO paper goods globally to ensure end-users meet their obligations under SOLAS including:   * Logistics plans to distribute goods (including charts and publications) | | | | |  | | | | | | | |
| **7.2.4** | Please explain your intended distribution strategy for UKHO ADMIRALTY Paper Products | | | | |  | | | | | | | |
| **7.2.5** | Please provide details of chart updating knowledge and experience including details of your chart correction and quality control and checking procedures | | | | |  | | | | | | | |
| **7.2.6** | Please give details about your proposed handling of paper products that are:   * Withdrawn and/or cancelled and replaced * Details of your product recall procedures * Communication plans to keep customers informed | | | | |  | | | | | | | |
| **7.3** | **ADMIRALTY POD Distributor Requirements** | | | | | | | | | | | | |
| **7.3.1** | Please provide details of intended locations of the printer and paper storage including supporting labelled photographs of the chart finishing area | | | | |  | | | | | | | |
| **7.3.2** | Please give details on how you intend to run and support the POD service, including:   * Capability and reliability of your broadband * Reliability of your power supply and backup power supply (UPS) * Warehouse details and infrastructure in place including climate control details * Staffing levels in place to support distribution of POD charts | | | | |  | | | | | | | |
| **7.3.3** | Please give details about your proposed handling of paper/POD charts that are:   * Withdrawn and/or cancelled and replaced * Details of your product recall procedures * Communication plans to keep customers informed | | | | |  | | | | | | | |
| **7.4.** | **ADMIRALTY Digital Distributor Requirements** | | | | | | | | | | | | |
| **7.4.1** | Please describe the technical knowledge and experience your company has with:   * ECDIS * Latest industry standards (including but not limited to, flag state, IMO and IHO) | | | | |  | | | | | | | |
| **7.4.2** | Please explain your intended distribution strategy for UKHO digital products and services. To include:   * Current plan to distribute digital media * Current plans to distribute data including any plans for a Back of Bridge system and B2B capabilities * Any current or proposed services you have in place to supply data | | | | |  | | | | | | | |
| **7.4.3** | Please give details on your existing and future development strategy, including:   * Existing technical capabilities and infrastructure * Future plans that you have for products/services * Intentions of developing your own solution/service or working alongside a partner to do so * Plans to develop Back of Bridge or B2B service | | | | |  | | | | | | | |
| **7.4.4** | Please give details on how you would manage the support and customer communication for digital data and permits that may contain errors and/or are recalled from service | | | | |  | | | | | | | |
| **8.** | **Mandatory Requirements (Information only)** | | | | | | | | | | | | |
| **8.1** | Please provide a description of all operating locations under this application and provide photographs of all business areas such as:   * Front of building and location * Sales department * Customer Services department * Warehouse | | | |  | | | | | | | | |
| **8.2** | Please give details of any propriety product of the company or any company within the company’s group which competes or seeks to compete with any UKHO product or service. | | | |  | | | | | | | | |
| **8.3** | Is there anything you believe prejudicial to the interest or reputation of the UKHO or of ADMIRALY products and services that the UKHO should be made aware of to support this application including details of intended distribution strategy | | | |  | | | | | | | | |
| **8.4** | Please give details of other third party product and/or service distribution networks you are involved with or have been involved with over the past five years and outline what you contributed to the success of the products and services. | | | |  | | | | | | | | |
| **8.5** | Please give details of any professional or trade bodies your company belongs to. | | | |  | | | | | | | | |
| **8.6** | Please give details on your existing and future development strategy, including:   * Existing technical capabilities and infrastructure * Future plans that you have for products/services * Intentions of developing your own solution/service or working alongside a partner to do so * Plans to develop Back of Bridge or B2B service | | | |  | | | | | | | | |
|  |  | | | | | | | |  | | | | |
| **9.** | **References** | | | | | | | | | | | | |
|  | Please provide details of two independent business referees the UKHO will contact as part of the application process. | | | | | | | | | | | | |
| **9.1** | **Reference 1** | | | | | | | | | | | | |
| Company name | | | | | |  | | | | | | |
| Contact name | | | | | |  | | | | | | |
| Contact email address | | | | | |  | | | | | | |
| Brief description of business relationship to applicant’s company | | | | | |  | | | | | | |
| **9.2** | **Reference 2** | | | | | | | | | | | | |
| Company name | | | | | |  | | | | | | |
| Contact name | | | | | |  | | | | | | |
| Contact email address | | | | | |  | | | | | | |
| Brief description of business relationship to applicant’s company | | | | | |  | | | | | | |
|  |  | | | | | | | |  | | | | |
| **10.** | **Declaration** | | | | | | | | | | | | |
|  | I declare that to the best of my knowledge the answers in this application are correct. I understand that the information will be used in the selection process to assess my organisation’s suitability to be invited to participate further in this application process.  I understand that the UKHO may reject my application if there is a failure to answer all relevant questions fully or if I provide false/misleading information.  If UKHO finds that, at any time, information included in this application has been falsely supply it may, at its own discretion, terminate the application or agreement.  By applying I give consent for UKHO to run company and credit checks.  I also declare that there is no conflict of interest in relation to the UKHO’s requirement for Distributors diligently to promote ADMIRALTY products and services.  I understand that any Distributor Agreement will be entered into on a non-exclusive basis. | | | | | | | | | | | | |
|  | **Application completed by;** | | | | | | | |  | | | | |
|  | **Name** | | | | | | | |  | | | | |
|  | **Role in organisation** | | | | | | | |  | | | | |
|  | **Signature** | | | | | | | |  | | | | |
|  | **Date** | | | | | | | |  | | | | |
|  |  | | | | | | | |  | | | | |
| **11.** | **Copyright** | | | | | | | | | | | | |
|  | Applicants should note that the copyright in all the documentation issued by the UKHO for the purpose of this exercise rests with the Crown and its contents should be treated as Commercial in Confidence. Unless necessary for the completion of this exercise, reproduction of this document, or any of the documents provided by the UKHO, either in whole or part, is forbidden except with the express written permission of the UKHO. | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | |