



# Buyers Guide & FAQs



The ICT Procurement Framework for Education



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## Why use Everything ICT?

### Compliance

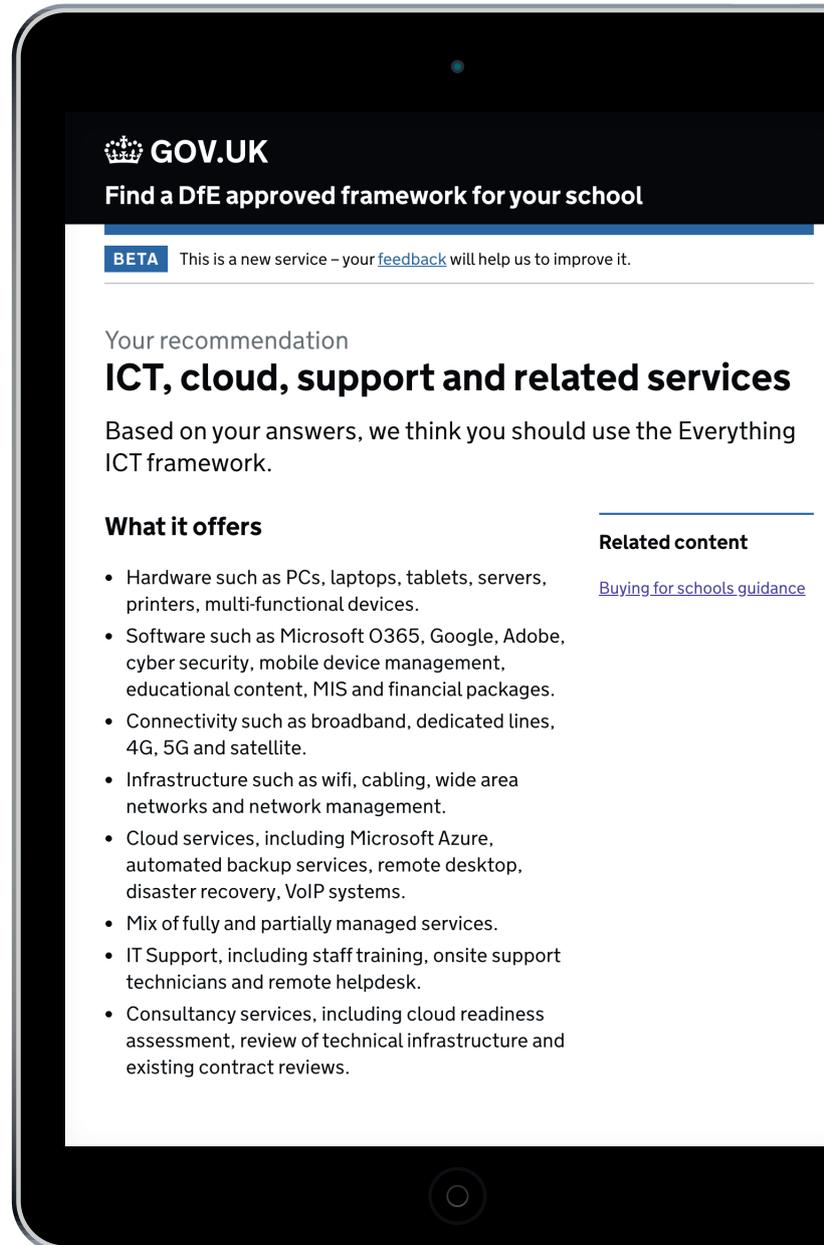
OJEU Tendered.  
DfE recommended.  
Pre-approved suppliers.

### Protection

Value for money.  
Support if things go wrong.

### Easier For You

We do the work for you.  
Fast, easy, streamlined  
administration.



<https://find-dfe-approved-framework.service.gov.uk>



## What can I buy through the framework?

- ✓ **Hardware** such as PCs, laptops, tablets, servers, multi-functional devices and interactive boards.
- ✓ **Software** such as Microsoft O365, Google, Adobe, cyber security, mobile device management, educational content, safeguarding, MIS and financial packages.
- ✓ **Internet connectivity** such as broadband, dedicated lines, 4G, 5G and satellite.
- ✓ **Infrastructure** such as WIFI, cabling, wide area networks and network management.
- ✓ **Cloud services**, including cloud hosting, automated backup services, remote desktop, disaster recovery, internet-based telephony systems (VoIP).
- ✓ Mix of **full- and partially-managed services**.
- ✓ **IT Support**, including staff training, onsite support technicians and helpdesk services.
- ✓ **Consultancy services**, including procurement support, cloud readiness assessments, review of technical infrastructure and existing contract reviews

For a full list of the CPV Codes go to <https://www.everythingict.org/framework-info>



## What are the benefits of using Everything ICT?

- ✓ Free for customers to use.
- ✓ No registration or 'joining' process.
- ✓ Choose from over 100 pre-checked and pre-approved value for money suppliers.
- ✓ Save time getting quotes which are relevant to you, often within 24 hours.
- ✓ Save money with reduced pricing through national agreements with manufacturers.
- ✓ Multiple quotes or direct awards – your choice.
- ✓ Better value through suppliers benchmarked on cost, quality and service.
- ✓ Free advice on procurement regulations, tendering processes, and recommended suppliers.
- ✓ Pre-agreed terms and conditions which the framework enforces for you.

> Which suppliers can I buy through the framework?

From big names...



...and full-ICT service providers...



...to some of our tried, tested and trusted suppliers...



...and many more.  
Over 120 pre-approved suppliers.



## Who else uses the framework?



Co-op Academy Swinton

Organisations representing over 6,000 schools.



...and many more Public Sector organisations of all shapes and sizes



Supported using public funding by  
**ARTS COUNCIL ENGLAND**



Llywodraeth Cymru  
Welsh Government



## How do I buy through the framework?

### 1 Tell us what you want

If you know exactly what you want, then great. If not, we can help with recommendations.

### 2 We get your quote(s)

We get multiple quotes from different suppliers (or you can run your own procurement process). If your trusted supplier is on the framework you can direct award to that supplier. We send you the on-line quote to review.

### 3 You raise a Purchase Order

You raise a Purchase Order in your finance system.

### 4 Sign the e-order form

You e-sign and press send to accept the quote adding your PO reference.

### 5 The supplier delivers

The supplier(s) deliver your goods/ services.

### 6 We send you an invoice

We send you an invoice quoting your Purchase Order.

### 7 You pay the invoice

When you're happy with the goods/ services you pay the invoice.

### 8 We ask for feedback

We send you a short feedback form so that we can continue to improve our service to you.



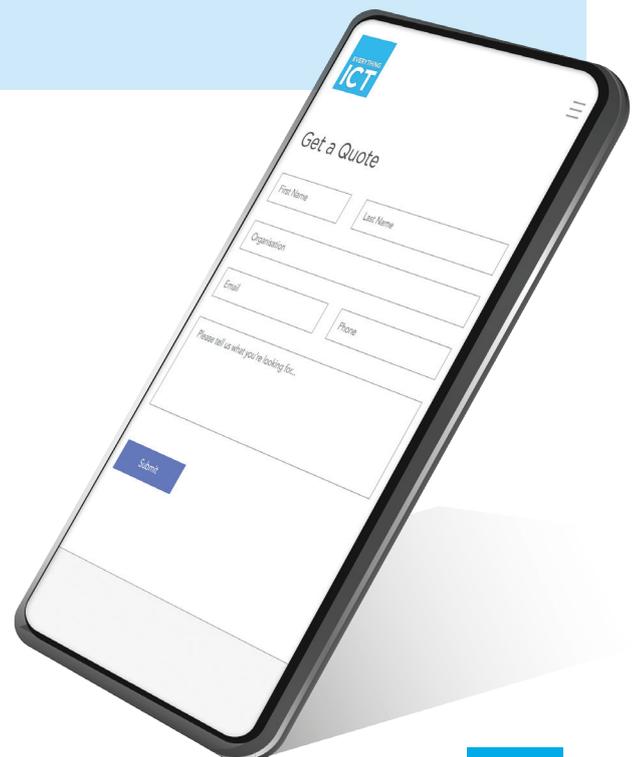
## How do I get a quote?

1 Go to the website  
[www.everythingict.org/get-a-quote](http://www.everythingict.org/get-a-quote)

2 Fill in the form

3 If we need any further clarification, we'll give you a call

4 That's it.





## Less frequently asked detailed questions

### Who are E2BN?

The East of England Broadband Network (E2BN) are one of the Regional Broadband Consortia (RBCs) set up by the Government in 1999 to provide connectivity to schools. It is a Not-for-Profit, Public Body backed by Local Authority members. It is the Public Body that let the Everything ICT framework contract.

### Who are WCL (UK)?

WCL (UK) is the limited company that bid for and won the Everything ICT Framework contract. When the company was set up in 2011, we didn't know we would have such a high-profile role, otherwise we would have picked a better name 😊. While we trade as Everything ICT (for obvious reasons) we invoice and will show in your finance systems as WCL (UK).

### Where can you see the OJEU Tender Award Notice?

The tender award notice can be found at <https://ted.europa.eu/udl?uri=TED:NOTICE:533021-2019:TEXT:EN:HTML&tabId=1>.

### Who can use the Framework?

While we were set up and designed for Education, any Public Sector organisation can use the Framework. A full list of organisations can be found on the website at [www.everythingict.org/framework-info](http://www.everythingict.org/framework-info).

### Why do you pay us and not the supplier?

Your contract is with the Framework, not the supplier. We do this to provide protection to you in case something goes wrong. We don't pay suppliers until you sign off that you are happy. If something goes wrong with that supplier, it's our responsibility to sort it out on your behalf.

### How do we select suppliers?

Any supplier can apply to join the Framework. There is no fee for them to join, but there is a rigorous evaluation process which tests, among other things, that they comply with all the usual Public Sector requirements (e.g. DBS checks, GDPR, Modern Slavery etc.), and they MUST sign up to the full Framework terms and conditions, including that customers must not be able to buy cheaper through any other route.

## What if your trusted supplier isn't on the list?

Easy, ask them to contact [nigel.hall@everythingict.org](mailto:nigel.hall@everythingict.org) and he'll send them the application form. They will only be accepted if they pass the evaluation process though (see above).

## How do we ensure value for money?

The Everything ICT Framework terms and conditions are written for and on behalf of the Framework customers, not the suppliers. Suppliers can't join the Framework unless they agree to those terms and conditions, including the framework being the best value for money route for customers to buy.

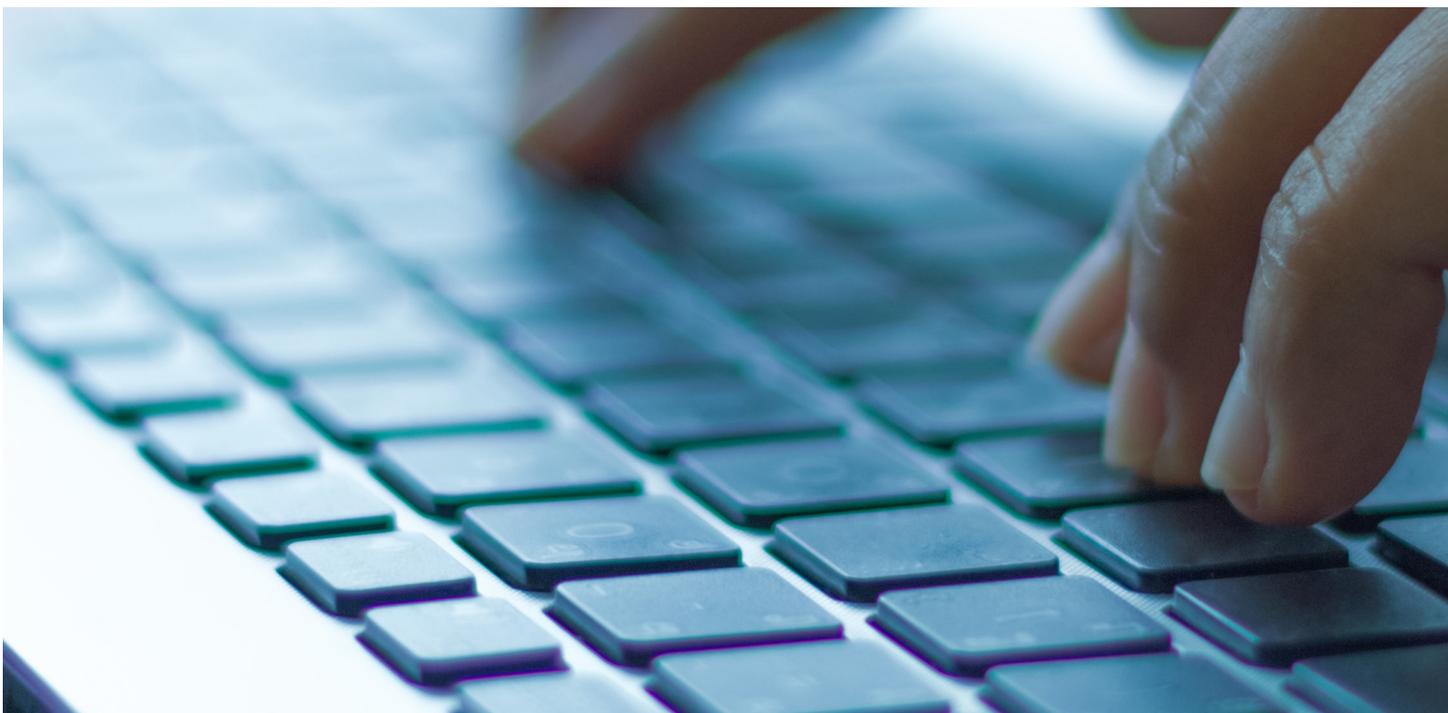
National arrangements with major vendors like Cisco where we have negotiated nationally best pricing through their nominated resellers.

Internal benchmarking between competitive companies. We process thousands of orders each year so we compare similar quotes to ensure best value for money.

Like-for-like comparisons. We test similar specifications from different manufacturers (e.g. comparing laptops from Dell, HP or Lenovo) to see if there are better prices on equipment that will do the job just as well.

## Why can you sometimes find things cheaper on Google, Amazon or ebay?

Often there are sensible reasons like: it's not a like-for-like specification; it comes without a warranty; it's end-of-range, or there are limited volumes. Value for Money is defined in the DfE Buying Guidance as more than about price; quality and service are also important factors to take into consideration. And if you buy from these other sources we can't help when things go wrong 😞



## > What do I do if I have a question or a problem?



### Quotes

Email: [salesadmin@everythingict.org](mailto:salesadmin@everythingict.org)  
OR call: 020 8720 7265  
and ask for Ollie, Sarah or Kerri



### Suppliers or Delivery

Email: [info@everythingict.org](mailto:info@everythingict.org)  
OR call: 020 8720 7265  
and ask for Ollie, Sarah or Kerri



### Finance/ Payments/ Invoices

Email: [finance@everythingict.org](mailto:finance@everythingict.org)  
OR call: 020 8720 7265  
and ask for Helen



### General Enquiries

Email: [info@everythingict.org](mailto:info@everythingict.org)  
OR call: 020 8720 7265  
and ask for Ollie





## Who's who & what do they do?



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