

Buyers Guide and FAQs

The ICT Procurement
Framework for the Public Sector

Contents

Why should I use Everything ICT?	1
Who can use the framework?	1
What can I buy through the framework?	2
What are the benefits of the framework?	2
Which suppliers can I buy through the framework?	3
Who else uses the framework?	4
How do I buy through the framework?	5
How do I get a quote?	5
Less frequently asked detailed questions	6
What do I do if I have a problem?	8





Why use Everything ICT?

Compliance

OJEU Tendered.
Government Approved.
Pre-approved suppliers.

Protection

Value for money.
Support if things go
wrong.

Simple

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



Who can use Everything ICT?

Any organisation classed as a public contracting authority can use the Everything ICT Framework, including:

- ✓ Hospitals, NHS Trusts, GPs and other public Health/NHS organisations
- ✓ Local Authorities
- ✓ Housing Associations
- ✓ Police Services
- ✓ Fire Authorities
- ✓ Government agencies and other non-departmental public bodies
- ✓ Ministerial Departments
- ✓ Non-Ministerial departments
- ✓ Schools, Colleges and Universities
- ✓ Museums, Galleries. Libraries and Arts institutions
- ✓ Devolved administrations
- ✓ Public corporations

[and many more...](#)

If you're not sure whether your organisation is covered please contact us on info@everythingict.org



What can I buy through the framework?

- ✓ **Hardware** such as PCs, laptops, tablets, servers, multi-functional devices and interactive boards.
- ✓ **Software** such as cyber security, mobile device management, human resource information systems, planning and budgeting, payroll 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 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?

- ✓ Access to your specialist suppliers.
- ✓ Ability to on-board your preferred suppliers quickly.
- ✓ Multiple quotes or direct awards – your choice.
- ✓ Choose from over 200 pre-checked and pre-approved value for money suppliers.
- ✓ Meet deadlines but getting quotes which are relevant to you, often within 24 hours.
- ✓ Save money with reduced pricing through national agreements with manufacturers.
- ✓ Free for customers to use.
- ✓ No registration or 'joining' process.
- ✓ Better value through suppliers benchmarked on cost, quality and service.
- ✓ Pre-agreed terms and conditions which the framework enforces for you.
- ✓ Free advice on procurement regs, tendering processes, and recommended suppliers.

> Which providers can I buy from through the framework?

From big names...



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



...and many more.
Over 200 pre-approved suppliers.



Who else uses the framework?



Supported using public funding by
ARTS COUNCIL ENGLAND



Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust



The Coal Authority



East Suffolk and North Essex
NHS Foundation Trust

Gloucester City Council
Transforming Your City



Housing (21)



South London and Maudsley
NHS Foundation Trust



Oxford University Hospitals
NHS Foundation Trust



Llywodraeth Cymru
Welsh Government



South Yorkshire
POLICE



Norfolk
County Council



NOTTINGHAMSHIRE
Fire & Rescue Service
Creating Safer Communities



Wiltshire
HEALTH AND CARE



East Midlands Ambulance Service
NHS Trust



Derbyshire Law Centre



West Midlands Combined Authority



Colchester

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



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

Tell us who you want to use

If you have a trusted supplier already on the framework, we can direct award to them. If they are not, they can apply to join. If you don't have a preferred supplier, we can get multiple quotes. We send you an on-line quote to review.

3

Sign and raise a Purchase Order

Let us know if you're happy to accept the quote, or ask for changes. Raise a Purchase Order in your finance system and add when accepting the quote.

4

The supplier delivers

The supplier(s) deliver your goods/services.

5

Invoicing

We send you an invoice quoting your Purchase Order and when you're happy with the goods/services you pay the invoice.



How do I get a quote?

1

Go to the website
www.everythingict.org/get-a-quote

2

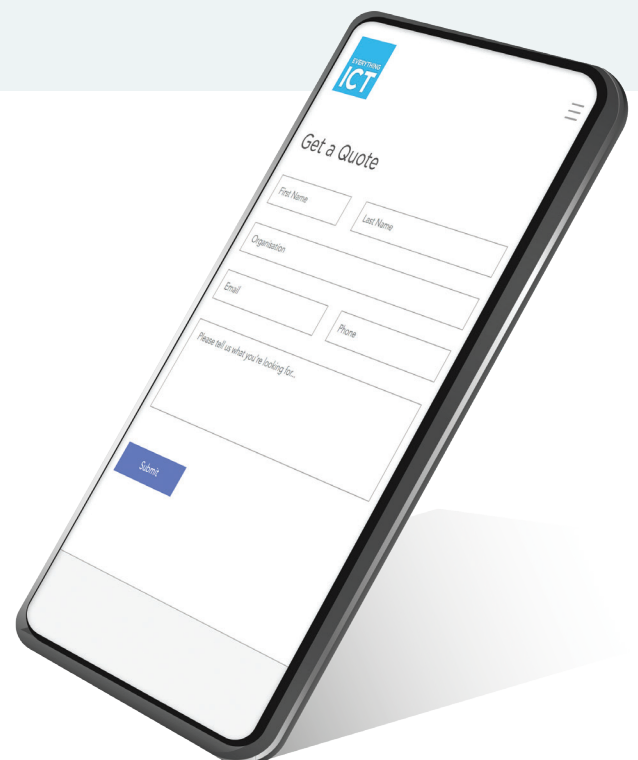
Fill in the form

3

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

4

That's it. We send you the quote as fast as we can





Less frequently asked detailed questions

What if my trusted supplier isn't on the list?

Easy, ask them to contact suppliers@everythingict.org and we'll send them the application form. We can move quickly to on-board them with our validation process, (see below).

How do you 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 that tests, among other things, that they comply with all the usual Public Sector requirements (e.g. DBS checks, GDPR, Modern Slavery). They must also sign up to the full Framework terms and conditions, including that customers must not be able to buy cheaper through any other route.

Who can use the framework?

Any organisation classed as a Public Contracting Authority can use the Framework. A full list of organisations can be found on our website at:

<https://www.everythingict.org/framework-info>.

If you're not sure whether your organisation is covered, please contact us on info@everythingict.org.

Why do I pay EICT 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 you 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.

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 I see the Contract Award Notice?

The contract award notice can be found at <https://www.contractsfinder.service.gov.uk/notice/40346f29-54b0-499a-a9bd-50d09c86ce88?origin=SearchResults&p=1>

How do I get started?

Simply visit our website at <https://www.everythingict.org/> or reach out to us directly at info@everythingict.org for more information.





What do I do if I have a problem?

We recommend contacting your named point of contact at EICT if you have any questions or issues. Please use the below email addresses if you have not yet been assigned a named contact.

Quotes,
Order
Enquiries
or Delivery
Issues

Email: info@everythingict.org

Supplier
Enquiries

Email: suppliers@everythingict.org

Finance/
Payment/
Invoicing
Enquiries

Email: finance@everythingict.org

General
Enquiries

Email: info@everythingict.org





Everything ICT
124 City Road
London
EC1V 2NX

T: 020 4551 8995
E: info@everythingict.org
W: www.everythingict.org