

The GEM (Good Estate Management) Framework Handbook

**Your Complete Guide to Estates,
Facilities Management, Capital
Projects & Renewable Energy
Procurement**



GEM FRAMEWORK

GOOD ESTATE MANAGEMENT

Faster. Compliant. Future-ready.

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Welcome



Welcome, and thank you for taking the time to learn more about the GEM (Good Estate Management) Framework.

Our ambition has always been simple: to provide public sector organisations with a procurement framework that is straightforward to use, fully compliant and genuinely focused on delivering value.

We understand that procuring estates, facilities management and capital projects can often feel complex. That's why GEM has been designed to make the process as simple and efficient as possible, while giving you confidence that you're working with carefully selected, pre-qualified Delivery Partners.

Whether you're planning a small maintenance project or delivering a major capital investment, our team is here to support you every step of the way.

I hope this handbook provides a helpful overview of the framework and demonstrates how GEM can support your organisation.

Thank you for considering GEM and we look forward to working with you.

Kind Regards,

A handwritten signature in black ink that reads "Gemma Bagnall".

Managing Director, GEM Framework



The Story Behind GEM

Every successful organisation starts with a simple idea.

For the GEM (Good Estate Management) Framework, that idea was to make public sector procurement simpler, more accessible and more effective.

The concept for GEM was born through first-hand experience of supporting estates, construction and facilities management projects within the education sector. During this work, it became clear that many organisations were looking for a procurement route that was not only fully compliant but also straightforward to use, supported by experienced professionals and focused on delivering real value.

GEM was established to meet that need.

Developed through extensive industry knowledge and practical experience, the framework provides public sector organisations with access to carefully selected, pre-qualified Delivery Partners across estates, facilities management, capital projects and renewable energy solutions.

Our aim has always been simple: to remove unnecessary complexity from procurement while maintaining the highest standards of compliance, quality and transparency.

Today, the GEM Framework supports organisations across England and Wales by providing a flexible and efficient route to market, helping customers deliver projects with confidence through trusted delivery partners and a customer-focused approach.

At the heart of everything we do is a commitment to Good Estate Management—creating lasting value through collaboration, professionalism and exceptional service.

"Built on experience. Driven by quality. Focused on delivering Good Estate Management."

Did You Know?

GEM stands for Good Estate Management, but the name has a personal story too. Ian Bagnall, who came up with the original idea for the framework, chose the name GEM after fellow Director Gemma Bagnall.

GEM has since been built on a shared vision, a lot of hard work and a commitment to making public sector procurement simpler.

Why Public Sector Organisations Choose GEM



At GEM, we've designed the framework to make public sector procurement as straightforward, compliant and efficient as possible.

Whether you're procuring a small maintenance project, a major capital development or facilities management services, the framework provides a flexible route to market supported by experienced Delivery Partners.

The Benefits of Using GEM

✓ Fully Compliant

Procured in accordance with the Public Contracts Regulations 2015 and aligned with the principles of the Procurement Act 2023.

✓ Simple Procurement

Straightforward call-off options through Direct Award or Mini Competition.

✓ Pre-Qualified Delivery Partners

All Delivery Partners have been assessed through a robust procurement process before appointment to the framework.

✓ Quality & Value

A balanced approach that focuses on quality, value for money and successful project outcomes.

✓ Dedicated Framework Support

Our team is on hand throughout the procurement process, providing guidance from enquiry to contract award.

✓ Supporting SMEs

Providing access to high-quality regional and national contractors, helping public sector organisations benefit from local expertise where appropriate.

✓ Designed for the Public Sector

Built with the needs of education and the wider public sector in mind.

Did You Know?

The GEM Framework has already been competitively procured, meaning you don't need to undertake a full procurement process from scratch.



GEM at a Glance

Every successful organisation starts with a simple idea.

- Direct Award
- Five Lots
- Dedicated Support
- Mini Competition
- England & Wales
- Public Sector

Did You Know?

The framework offers both Direct Award and Mini Competition call-off options, giving you flexibility to choose the approach that best suits your project.

Who Can Use the GEM Framework?

The GEM (Good Estate Management) Framework has been established to support the procurement needs of the education sector and the wider public sector across England and Wales. It provides a compliant, efficient and flexible route to procure estates, facilities management, capital projects and renewable energy solutions.

The framework is available to a wide range of publicly funded organisations, including:

Education	Healthcare	Local Government
Schools	NHS Trusts	Local Authorities
MATs	ICBs	County Councils
Colleges	Ambulance Trusts	District Councils
Universities	Foundation Trusts	Combined Authorities
Blue Light	Housing	Wider Public Sector
Police	Housing Associations	Government Bodies
Fire & Rescue	Registered Providers	Charities
PCCs	ALMOs	Public Organisations

A Framework Designed Around Your Organisation

Whether you're delivering a planned maintenance programme, procuring facilities management services, investing in renewable energy or delivering a major capital project, the GEM Framework provides a compliant route to market supported by carefully selected, pre-qualified Delivery Partners.

If you're unsure whether your organisation is eligible to use the framework, our team will be happy to provide advice and guidance.



Framework Lots

The GEM Framework is divided into five specialist Lots, providing a compliant route to procure a wide range of estates, facilities management, construction and renewable energy services.

Lot 1 – Total Facilities Management

Typical Services

- Hard Facilities Management
 - Soft Facilities Management
 - Mechanical & Electrical (M&E) Services
 - HVAC Maintenance
 - Electrical Compliance & Testing
 - Cleaning Services
 - Security Services
 - Grounds Maintenance
-

Lot 2 – Capital Projects (Up to £250,000)

Typical Projects

- Classroom Refurbishments
 - Roofing Works
 - Mechanical & Electrical Upgrades
 - Window & Door Replacements
 - Toilet Refurbishments
 - Accessibility Improvements
 - Small Extensions
 - Planned Maintenance Works
-

Lot 3 – Capital Projects (£250,000 – £1 million)

Typical Projects

- Major Refurbishments
- New Build Extensions
- Sports Facilities
- Condition Improvement Works
- Roof Replacement Projects
- Building Remodelling
- Mechanical & Electrical Replacement Projects
- Large Internal Alterations

Lot 4 – Capital Projects (£1 million+)

Suitable for projects exceeding £1 million, with no formal upper value limit.

Typical Projects

- New Build Developments
 - Major Refurbishments
 - Multi-Phase Capital Projects
 - Estate Redevelopment
 - Large Extensions
 - Infrastructure Improvements
 - Heritage & Listed Buildings
 - Complex Construction Projects
-

Lot 5 – Renewable Energy Solutions

Typical Services

- Solar PV Systems
- Battery Energy Storage
- EV Charging Infrastructure
- Heat Pump Installations
- LED Lighting Upgrades
- Decarbonisation Projects
- Energy Management Systems
- Energy Efficiency Improvements

Need Help Choosing the Right Lot?

If you're unsure which Lot is most suitable for your project, our team will be happy to provide advice and guide you towards the most appropriate procurement route.

Framework Lots How to Procure Through the GEM Framework



Whether you're procuring a small maintenance project, facilities management services or a major capital development, the GEM Framework provides a straightforward and compliant route to market. Our team will guide you through every stage of the process.

Step 1 – Contact the GEM Team

Get in touch to discuss your project, procurement requirements and preferred procurement route. We'll help you identify the most appropriate framework lot and explain the options available.

Step 2 – Complete an Access Agreement

Before using the framework, you'll need to complete an Access Agreement. This is a simple document that enables your organisation to access the GEM Framework and confirms your intention to procure through it.

Step 3 – Choose Your Procurement Route

Depending on your requirements, you can procure through:

- **Direct Award**

Where a suitable Delivery Partner has already been identified, a contract may be awarded directly in accordance with the framework rules.

- **Mini Competition**

Where you wish to invite framework Delivery Partners to compete for your project based on your specific requirements.

Step 4 – Contract Award

Once the procurement process has been completed, the Call-Off Contract is signed and the appointed Delivery Partner can commence the works or services.

Did You Know?

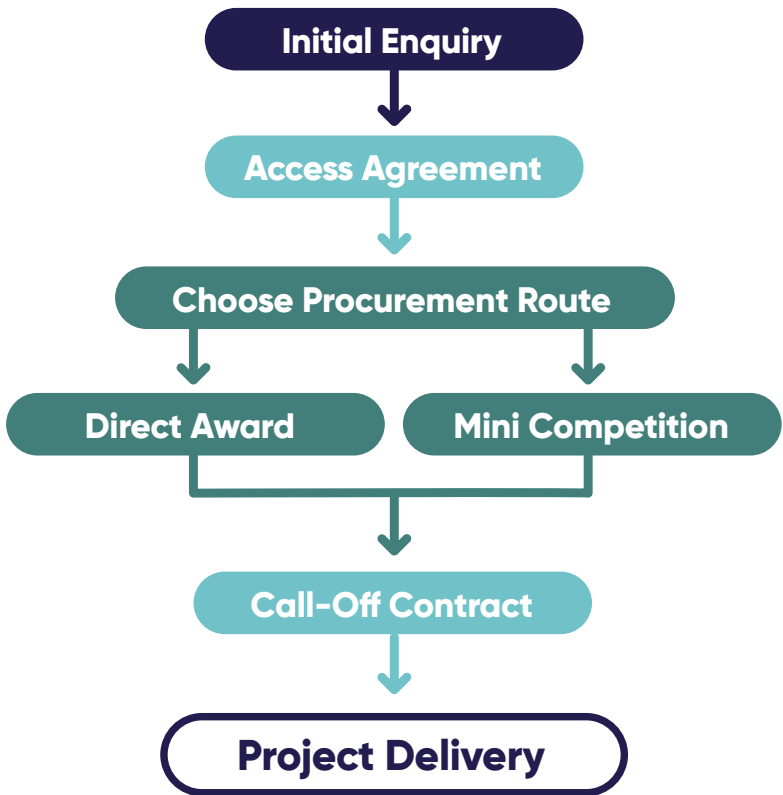
Our Delivery Partners have been appointed through a robust evaluation process, providing confidence in their capability, experience and quality.

Step 5 – Project Delivery

The Delivery Partner delivers the project in accordance with the agreed contract, with ongoing support available from the GEM Framework team throughout the project if required.

Good to Know

Customers can use their own specifications and project documentation, or the GEM team can provide templates and guidance where required.





Our Commitment

At GEM, we are committed to delivering a professional, transparent and customer-focused procurement framework that gives public sector organisations confidence throughout every stage of the procurement process.

Everything we do is underpinned by the following commitments:

Compliance

We are committed to maintaining a fully compliant framework, ensuring our customers can procure with confidence through a transparent and robust procurement process.

Customer Support

From your initial enquiry through to contract award, our experienced team is on hand to provide guidance, advice and practical support whenever you need it.

Quality

We work with carefully selected, pre-qualified Delivery Partners who have demonstrated the capability, experience and commitment to deliver high-quality services.

Value for Money

We aim to provide procurement solutions that balance quality, cost and long-term value, helping customers achieve the best possible outcomes.

Transparency

We believe in open communication, clear processes and honest advice, ensuring our customers understand every stage of their procurement journey.

Fees and Charges

All contracts under the GEM Framework include a small levy. This helps pay for running and improving the framework so it stays compliant, high-quality and useful. The framework levy is included within the Delivery Partner's project costs and is paid to GEM directly by the Delivery Partner. There is therefore no separate framework fee for the client to pay.

The levy is applied as a percentage of the total invoiced contract value (exclusive of VAT). The applicable rates are:

Lot 1: Total Facilities Management – (5%).

Lot 2: Capital Projects up to £250k – (4%).

Lot 3: Capital Projects up to £250k to £1m – (3%).

Lot 4: Capital Projects £1m to £30m with no formal upper limit – (1%).

Lot 5: Renewable Energy – (5%).

The levy is designed to be transparent, proportionate and aligned with public sector best practice, ensuring the framework remains a sustainable and high-quality procurement solution.

- Contract management and performance monitoring
- Framework promotion and user engagement
- Continuous improvement and reporting to stakeholders

For certain projects, particularly where project values are higher, we are happy to discuss the levy and can consider a reduced fee where appropriate.

Continuous Improvement

We actively seek feedback from customers and Delivery Partners to continually improve the framework and the services we provide.

Our goal is simple – to make public sector procurement straightforward, compliant and supported every step of the way.

Top Tip

Using a procurement framework can significantly reduce the time and resource needed to appoint a contractor, while maintaining compliance with procurement legislation.

FAQs



What is the GEM Framework?

The GEM (Good Estate Management) Framework is a compliant procurement framework that enables public sector organisations to procure estates, facilities management, capital projects and renewable energy solutions through a straightforward and efficient route to market.

Who can use the framework?

The framework is available to education providers and a wide range of public sector organisations across England and Wales, including local authorities, NHS organisations, blue light services, housing providers and other publicly funded bodies.

What procurement options are available?

The framework offers two compliant call-off options:

Direct Award – where an appropriate Delivery Partner can be appointed directly in accordance with the framework rules.

Mini Competition – where eligible Delivery Partners are invited to submit proposals for your specific requirements.

Can I choose which Delivery Partner I work with?

Yes. Whilst Direct Awards are commonly made to the highest-ranked Delivery Partner on the relevant Framework Lot, customers may appoint any Delivery Partner on the Lot where there is a clear and sufficient justification. The decision must be supported by a completed Direct Award Justification Form, providing a transparent and auditable rationale for the appointment.

What types of projects are covered?

The framework covers:

Facilities Management
Planned & Reactive Maintenance
Renewable Energy Solutions
Roofing and Building Fabric

Capital Projects
Building Refurbishment
Mechanical & Electrical Services
Decarbonisation Projects

Is there a cost to use the framework?

No. There is no direct charge to customers for accessing the framework. A framework levy is payable by the appointed Delivery Partner and is already incorporated within their pricing.

Can GEM help if I'm unsure which procurement route to use?

Absolutely. Our team will discuss your requirements and help you identify the most appropriate procurement route, framework lot and supporting documentation.

Can I use my own specification?

Yes. Customers can provide their own specifications, drawings and tender documentation, or GEM can provide templates and guidance to support the procurement process.

How long does procurement usually take?

Timescales vary depending on project complexity and procurement route. Direct Awards can often be completed very quickly, whilst Mini Competitions will depend on the timescales set by the customer. Our team will always work with you to achieve your required programme.

How do I get started?

Simply contact the GEM Framework team. We'll discuss your project, explain the available options and guide you through the process from initial enquiry to contract award.

More Than a Framework



At GEM Framework, we pride ourselves on offering more than a compliant route to market.

We build lasting relationships, provide honest advice and work alongside our customers to make procurement as simple and efficient as possible. Our approachable, knowledgeable team is always on hand to answer questions, provide guidance and ensure you feel supported throughout your procurement journey.

A Framework Built Around People

Professional procurement.

Personal service.

Trusted partnerships.



Let's Work Together

Whether you're planning a refurbishment, managing your estate, delivering a capital project or exploring renewable energy opportunities, the GEM Framework provides a compliant, efficient and straightforward route to market.

Our experienced team is here to support you from your first enquiry through to contract award and beyond.

We look forward to working with you.

Contact Us

Whether you're exploring procurement options, planning a future project or simply have a question about the framework, our team is here to help.

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