



OPERATIONAL SERVICES DIVISION



Dear Statewide Contract Vendor:

Your contractual agreement with the Commonwealth of Massachusetts requires you to provide Sales Reports and remit associated Administration Fees each quarter. As of FY23 Q2 Administration Fee payments, Statewide Contract vendors receive notifications when payments are late. We urge you to review the related information provided below.

After businesses submit their quarterly Sales Reports through the Vendor Report Management (VRM) system and the Report is accepted by the Operational Services Division, an Invoice equal to 1% of the total dollars reported by the business is generated.* As specified by [815 CMR 9.03 4c](#), if the initial bill (Invoice) is not paid in full by the Debtor (Statewide Contract Vendor) by the payment due date and the Debt has not been disputed by the Debtor, a Billing Entity (Commonwealth) must demonstrate diligent efforts to collect the Debt. These requirements are cited in the [Commonwealth's Terms and Conditions](#) and are incorporated into our [Standard Contract Form](#) which your business signed at the time of award.

Consistent with the 815 CMR 9.00 requirements, the Commonwealth sends Dunning Notices when vendors' Administration Fee payments are past due. The notices advise vendors of their right to dispute the Debt and/or submit a written request for a Hearing. After 120 days, if the Debt remains unpaid and undisputed, your business may be subject to late charges, intercept of payments or tax refunds, and referral to collection under [MGL c. 7a, c. 62D](#) and [815 CMR 9.00](#).

Vendors may refer to the following website resources for additional information:

- [Compliance with Statewide Contract Rules](#)
- [Administration Fee FAQs](#)
- [Submitting Statewide Contract Sales Reports](#)

As a reminder, vendors are required to keep their VRM profiles up to date. In particular, it is imperative that Primary and Invoicing Contacts in the portal are current as important Sales Reporting and Administration Fee messages are shared with these contacts. Use our [job aid](#) for detailed instructions to update this information.

Email questions to the [OSD Fee Administrator](#).

** Although the standard Administration Fee is 1%, vendors that contractually have a different agreement with the Commonwealth will remit Administration Fee payments based on the contractual amount.*