



Spotlight: Bringing a Trained Eye to Veterans' Services



Veterans' Services Oversight Division Director James McNeill works in his office at 1 Ashburton Place.

"There are many public agencies whose programs and benefits have a veterans' element, and our goal is to be proactive to ensure the highest program integrity."

-James McNeill, Veterans' Services Oversight Division Director

The OIG's Veterans' Services Oversight Division (VSOD) is an ideal fit for James McNeill, who took the reins as VSOD director last July. McNeill brings over three decades of military experience to his role, having retired in 2021 following a 33-year career in the U.S. Air Force.

The VSOD, established by Inspector General Shapiro in 2023, focuses on oversight to promote accountability, integrity, and transparency in how the Commonwealth and its municipalities provide services to veterans, including through the state's two veterans' homes, local departments of veterans' services, and the Office of the Veteran Advocate.

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Annual Report Highlights OIG's 2024 Results

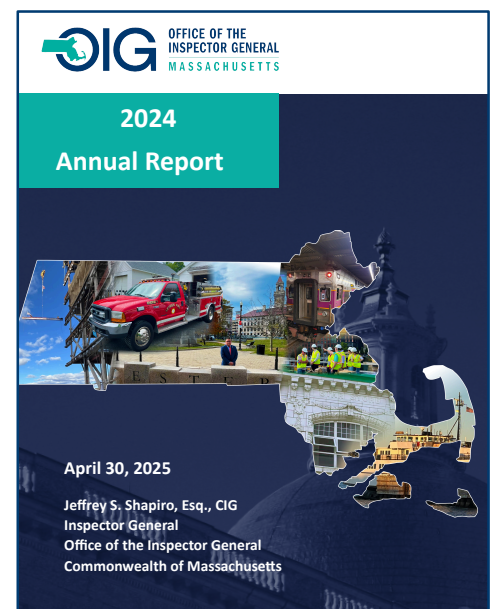
The OIG issued its statutorily required [annual report](#) in April, providing the public with an overview of the wide range of investigations, program reviews, and outreach initiatives that the office undertook during the second full year of Inspector General Shapiro's term.

Along with the results of its investigatory and compliance work, the 2024 Annual Reports details the OIG's organizational restructuring that optimized office operations. The report describes the OIG Academy's expanded educational offerings, improved technological capacities, and continued success with the second year of the "One Free Designee" pilot program that

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IG Shapiro reappoints Emily Pedersen to lead the OIG's transportation oversight division.

OIG Academy offers "One Free Designee – Schools" program for Massachusetts public school districts, regional public school districts, and education collaboratives.



A Word from Inspector General Jeffrey S. Shapiro

A Ground-Level Approach



Good day.

With summer upon us, I am pleased to share another edition of the *OIG Bulletin*. After all, who isn't looking for an engaging, can't-put-down beach read? As always, we hope these pages provide our *Bulletin* subscribers with information that can be used to foster effective governance and protect public resources from fraud, waste, and abuse.

In that vein, I am pleased to announce our launch of *OIG In Your Inbox: Insights, Advisories and Alerts*. This new digital publication periodically presents timely and relevant topics of interest to the

Commonwealth's municipal leaders. The topics might come from an investigation or review, conversation with government leaders, or frequently asked questions to our Technical Support Team. Unlike the *OIG Bulletin*, the premise of *OIG In Your Inbox* is to quickly convey information or raise areas of potential risks so that municipal leaders can quickly act to mitigate those risks or confirm that protections are already in place. I greatly appreciate the feedback I have received from municipal and procurement officials during my local visits, and *OIG In Your Inbox* is designed to be an effective resource to address many of the concerns and challenges these professionals face in carrying out their public duties.

Based on the tremendous success of our "One Free Designee" pilot program, I am also pleased to announce that on July 1 the OIG Academy will begin offering a new "One Free Designee – Schools" program to public procurement personnel in the Commonwealth's public school districts, regional public school districts, and public education collaboratives. This new initiative will grant free tuition to one employee of each public school district to cover the \$1,785 cost of the three classes required for the Massachusetts Certified Public Purchasing Official (MCPPO) Designation. Applicants must be authorized by their superintendent or the education collaborative executive director and must complete the necessary coursework by June 30, 2026. Read more about this program on [page 12](#) or visit the OIG's website at mass.gov/ig.

Finally, I was delighted to be invited for a third time to address the spring meeting of the Massachusetts Association of Public Purchasing Officials. This June event not only gave me the opportunity to share and celebrate our collaborative work over the past year, but also gave me the chance to hear what is on the minds of procurement officials.

I often say that I want to make government work better tomorrow than it did today. This really happens at the ground level – in city and town halls – where public employees make decisions on how to spend, and safeguard, the public's funds. Their jobs are not often heralded, but their commitment as public servants is critical to the integrity of our government.

I wish everyone a safe and pleasant summer.

Best,

Jeffrey S. Shapiro, Esq., CIG

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IG Shapiro works while taking the ferry to Nantucket.

Protect Your Community

If you suspect fraud, waste, or abuse of public funds, you can confidentially report your concerns.



Fill out our
Fraud Reporting Form



Send us an email at
IGO-FightFraud@mass.gov

Have a Question About
Chapter 30B?



Send us an email at
OIGProcurementSupport@mass.gov

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Recent Investigations and Case Updates

“The conduct alleged in the indictments is disturbing. The defendant allegedly exploited her position for personal gain, undermining a vital program intended to assist families in need. This case underscores our unwavering commitment to holding those with nefarious intent who abuse public resources to account.”

-IG Jeffrey Shapiro

Former Dorchester Children’s Daycare Director Indicted

In March, Maritza Juliao, the former executive director of Crispus Attucks Children’s Center in Dorchester, was indicted by a Suffolk County grand jury on charges of stealing close to \$127,000 from the daycare and lying under oath to conceal her self-dealing.

The charges follow from an investigation launched by the OIG after it received a hotline complaint. The investigation, conducted in coordination with the Attorney General’s Office and the Massachusetts State Police, revealed that Juliao used multiple schemes to enrich herself with public funds, including accessing the daycare’s finances to give herself raises, retroactive pay, vacation pay, bonuses, and gift cards. Juliao also allegedly diverted funds from the daycare’s operating account to another organization where her son worked as president.

Juliao attested on the daycare’s annual financial reports that neither she nor her family members received goods, services, wages, grants, contributions, or anything of value from the agency aside from her regular compensation.

The criminal matter is being prosecuted by the Attorney General’s White Collar and Public Integrity Division.

The charges are allegations, and Juliao is presumed innocent until proven guilty.

Judge Orders Former Police Chief to Pay Restitution

In May 2025, a judge ordered the former police chief for the town of Leyden, Daniel Galvis, to serve one year of probation and pay the town \$10,950 in restitution for taking possession of equipment owned by the Leyden Police Department. Galvis sold some of the items and pocketed the proceeds.

Galvis admitted to sufficient facts in Greenfield District Court. The equipment included a truck, a skid steer loader, a motor, and a trailer. The Northwest District Attorney's Office prosecuted the case.

The charges followed from an OIG investigation launched in 2022 in response to a complaint made to the OIG's Fraud Hotline.

"It is an affront to the community when a public official violates their oath of office to enrich themselves . . . I am most appreciative that District Attorney Sullivan and his team brought forward this prosecution and know its significance to the people of Leyden. I hope that the work done by the OIG investigators underscores our commitment to protect public resources from fraud, waste, or abuse."

-IG Jeffrey Shapiro

Your public entity can adopt the following measures to protect its equipment from theft.

Tracking equipment

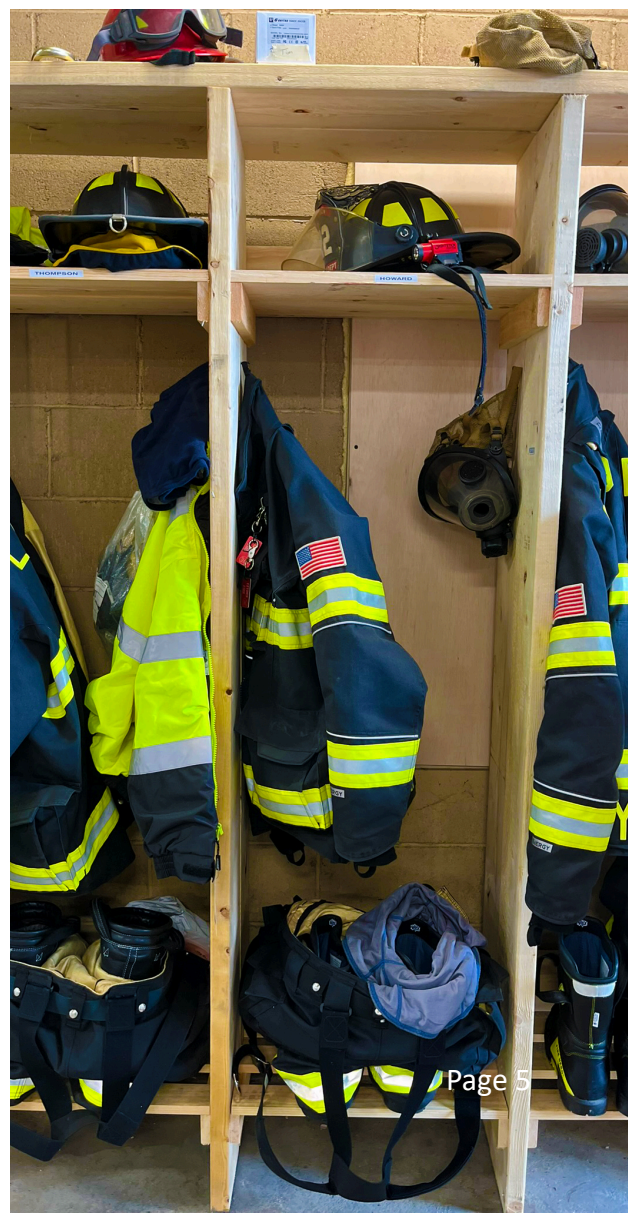
Use a tagging system – consisting of a unique number or code for each item – to track each piece of equipment, and maintain a database listing each piece of equipment's number or code, its location, and the staff responsible for maintaining it. Conduct periodic equipment counts and audits, comparing against your database. As an alternative to tagging, you can keep a basic equipment inventory and review annually.

Segregating duties

Ensure segregation of duties in asset control. For example, the employee in charge of maintaining equipment should not be the employee in charge of equipment counts, audits, or disposal. If limited staffing is a barrier to segregating duties within your public entity, consider cooperating with other departments for asset control. For example, a municipality's planning department or town committee could perform the inventory check for the municipality's Department of Public Works.

Training

Ensure employees receive fraud prevention training that includes asset protection measures.



"I am humbled to lead a team of 90 dedicated public servants who embody the ideals that the Ward Commission envisioned when it recommended, several decades ago, that the Massachusetts Legislature create an independent government oversight entity. The OIG has grown and evolved significantly since its establishment in 1980 and remains a leader and example for the rest of the country."

-IG Jeffrey Shapiro

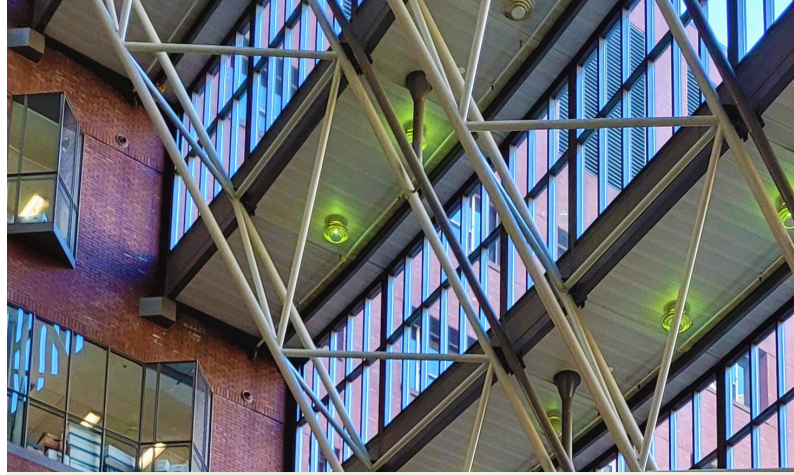


has boosted the number of local procurement professionals holding the Massachusetts Certified Public Purchasing Official (MCPPO) Designation. It also describes Inspector General Shapiro's proactive engagement of municipal leaders, agency heads, and other stakeholders throughout the Commonwealth to identify opportunities to make government work better.

Among the report's highlights, in 2024 the OIG:

- Completed its in-depth look at shortcomings in the procurement and execution of the Commonwealth's 20-year, \$60 million lease of the Star Store building in New Bedford for use by the University of Massachusetts at Dartmouth. The OIG found that the project began with a noncompetitive procurement that resulted in a lease with terms unfavorable to the Commonwealth. The OIG concluded that the engagement suffered from a lack of shared vision and accountability to ensure that the building remained an economic engine for the region. At the end of the lease, the Commonwealth cited substandard conditions in not exercising its option to purchase the Star Store for \$1, notwithstanding the millions of dollars it paid in rent during the two-decade engagement.
- Worked to provide municipalities with the ability to conduct a single procurement for electric vehicles and charging stations for efficiency, cost savings, and competition.
- Encouraged legislative leaders to review the Cannabis Control Commission's governance structure. In light of ongoing problems at the CCC, Inspector General Shapiro recommended that lawmakers amend the enabling statute to better delineate the respective responsibilities of the agency's commissioners and executive director. Several weeks ago, the Massachusetts House moved in that direction with its passage of House 4206, "An Act Modernizing the Commonwealth's Cannabis Laws." The bill is now before the Senate Ways and Means Committee.
- Completed a review of the statutory hour and earnings limitations applicable to public employees who return to work for the Commonwealth or one of its municipalities after their retirement. The OIG found a lack of oversight and enforcement of those post-retirement limits, leading to the Legislature's creation of a task force to consider the matter.
- Secured over \$1 million in restitution orders and civil recoveries.
- Supported the Executive Office of Health and Human Services' implementation of a compliance program for improved vendor oversight.
- Reviewed Massachusetts State Police internal controls for mitigating the risk of time fraud in overtime shifts.

- Identified \$17 million in MassHealth behavioral health provider claims for MassHealth to review.
- Evaluated two MBTA contracts for privatized call center services with a combined value of \$12 million and recommended that the MBTA improve its contract administration and vendor management practices.
- Engaged over 2,000 professionals from across the Commonwealth through the OIG Academy's educational offerings, increasing participants' knowledge of procurements, public building projects, and good government practices.



IG Reappoints Pedersen to Lead Transportation Oversight Division

Inspector General Shapiro has reappointed Emily Pedersen to a second six-year term as director of the Internal Special Audit Unit (ISAU), the OIG's transportation oversight division.

For the last six years, Pedersen has led the ISAU team in proactively reviewing programs, contracts, leases, spending, and operations of the Massachusetts Department of Transportation (MassDOT) and the Massachusetts Bay Transportation Authority (MBTA).

"I am so pleased to reappoint Emily Pedersen to lead the ISAU team, which under her leadership has expanded its approach in order to maximize the impact of its work," Shapiro said. "Emily is deeply committed to the OIG's mission and works tirelessly to review the operations of MassDOT, the MBTA, and others to protect public dollars by improving internal controls"



and contract management practices. She has consistently demonstrated the investigative skills to identify fraud, waste, and abuse in transportation spending. Emily is well positioned to guide the ISAU in the coming years as the division revises its approach to megaproject oversight with a number of such projects on tap for MassDOT and the MBTA.”

During her first term, Pedersen steered the ISAU team through numerous accomplishments that have improved the state’s public transportation services and recouped misused funds for the Commonwealth, including:

- Four extensive reviews of separate MBTA services outsourced pursuant to the MBTA’s privatization waiver, highlighting gaps in MBTA practices and skills which resulted in the waste of public dollars;
- Investigations into time theft by MBTA transit police officers, resulting in successful recoveries and prosecutions by independent prosecutors;
- Reviews of bridge maintenance contracts held by MassDOT which revealed vendor overbilling and led

to civil recoveries for the Commonwealth and contract management training for MassDOT employees;

- An in-depth review of the operations, recordkeeping, and funding of the Merit Rating Board, the Registry of Motor Vehicles division responsible for maintaining and updating driving records, uncovering lax business practices;
- Reviews of the use of pandemic relief funding by several non-Massport airports; and
- Developing and administering proactive fraud prevention, project management, and contract administration training for MBTA and MassDOT staff.

“I appreciate the Inspector General’s confidence in me and the ISAU team,” Pedersen said. “I look forward to continuing our charge to combat fraud, waste, and abuse in Massachusetts transportation spending, creating efficiencies in MassDOT and MBTA processes, and identifying ways the agencies can improve their operations.”



Shapiro, Pedersen, and the ISAU team on their site visit in Boston’s Central Artery tunnels.

Spotlight: Bringing a Trained Eye to Veterans' Services

Continued from page 1

The VSOD is the only state-level veterans' oversight division within an office of the inspector general.

McNeill's military background, along with his Air Force leadership roles that focused on logistics and project management, places him in a good position to understand the unique needs of veterans and also makes him well qualified to assess the agencies and programs that serve them.

"I wanted a position that would keep me active, lend a sense of purpose, and allow me to add value," McNeill says of his decision to join the OIG's ranks after his military retirement. "In the broadest sense, my role is to make sure that money dedicated to veterans is being spent as intended."

"I've always been good at figuring out how things work and figuring out optimal processes," McNeill says. "And I'm aware that just because something already exists doesn't mean that you leave it alone. In the military we called it 'continuous process improvement.'"

To illustrate, McNeill shared the analogy of a daughter who was learning to cook. She asked her mother why she cut two inches off both ends of a roast before putting it in the oven. The mother shrugged and said she was just doing what her own mom had done. The daughter went to her grandmother with the same question and got the same answer: her grandmother adopted the practice from her own mother. The daughter finally got an answer when her great-grandmother relayed that she always cuts off two inches on both ends "because I don't have a big pan."

McNeill summarized the lesson: "With continuous process improvement, it's not to say that the way you are doing something now is wrong. It's just to say that sometimes you need to go back and look at all of the facts to determine if something is still necessary. Are the measures still efficient and effective? Are they still pertinent? If not, let's evaluate the situation and figure out if we need different actions to be successful."

With these principles in mind, McNeill worked on several initiatives in the past year, such as tracking the OIG's previous recommendations for internal process improvements and fiscal controls at the state's veterans' homes; offering insights on the implementation of an

electronic medical records management system at the veterans' homes; and reviewing the veterans' ombudsperson program policies.

McNeill commented that the programs and benefits available to the Commonwealth's veterans are interspersed among various agencies, not exclusively through the Executive Office of Veterans Services, the veterans' homes, the state cemeteries, or the Office of the Veteran Advocate. For example, veteran-focused programs and benefits can be found in the RMV through the veterans' license plate program, the Office of the State Treasurer's Veterans' Bonus Division, and at the city and town level in local property tax exemptions.

"There are many public agencies whose programs and benefits have a veterans' element, and our goal is to be proactive to ensure the highest program integrity," he says.

On a personal note, McNeill is relishing his new status as a grandfather. He undertakes home improvement projects with the goal of "picking one thing you want to tackle so that you won't have 50 unfinished projects." McNeill plays in a men's ice hockey league and is a frequent traveler both at home and abroad.



The final beam is lifted at the topping-off ceremony of the Holyoke Veterans' Home in November 2024.

On the Road with IG Shapiro



IG Shapiro tours the CyberRange – a state-of-the-art cybersecurity training facility – at Bridgewater State University.



President Frederick Clark stands center with Advisor to the President Vinny deMacedo and IG Shapiro at Bridgewater State University.



Nantucket Regional Airport Manager Warren Smith shows IG Shapiro around Nantucket Regional Airport.



Nantucket Regional Transit Authority Administrator Gary Roberts meets with IG Shapiro.



IG Shapiro visits Lakeville Town Administrator Andrew Sukeforth.



IG Shapiro is greeted at Nantucket Town Hall by Town Manager Libby Gibson, Select Board Chair Brooke Mohr, Assistant Town Manager for Strategic Projects Gregg Tivnan, Director of Municipal Finance Brian Turbitt, and Assistant Town Manager Richard Sears.



IG Shapiro meets with Foxborough Housing Authority Executive Director Kevin Fusco.

IG Shapiro is welcomed to Falmouth Town Hall by Town Counsel Maura O'Keefe and Town Manager Mike Renshaw.



IG Shapiro meets with Yarmouth Finance Director Jennifer Mullen, Town Administrator Bud Whritenour, and Procurement Program Manager Svetlana Salemme at Yarmouth Town Hall.

IG Shapiro meets with Sandwich Director of Public Facilities Brian Schlegel, Town Manager Bud Dunham, and Assistant Town Manager Heather Harper at Sandwich Town Hall.



IG Shapiro addresses the annual Massachusetts Association of Public Purchasing Officials spring meeting in Sandwich.



OIG staff attends the annual MassBuys Expo, sponsored by the OSD at Gillette Stadium in Foxborough.



IG Shapiro is welcomed to Foxborough Town Hall by Assistant Finance Director Brandon Roberts, Finance Director Marie Almodovar, and Town Manager Paige Duncan.



Academy Announces ‘One Free Designee – Schools’ Program

To promote good government and best procurement practices, Inspector General Shapiro has authorized the OIG Academy to offer free public procurement training to every public school district in the Commonwealth. The new “One Free Designee – Schools” program is available to all public school districts, regional public school districts, and education collaboratives.

One Free Designee – Schools grants free tuition to one employee in each public school district to cover the \$1,785 cost of the three classes required for the Massachusetts Certified Public Purchasing Official (MCPPO) Designation. An MCPPO Designation signifies that the holder has achieved a comprehensive understanding of Massachusetts public purchasing laws, practices, and principles. Upon completion of the three core classes – “Public Contracting Overview,” “Supplies and Services Contracting,” and “Design and Construction Contracting” – the participating employee can apply for the designation.

Eligible individuals must be authorized by their district’s superintendent of schools or their education collaborative executive director to apply for the program. Each district is limited to one enrollee, and completed and signed (by the authorized district official) applications will be accepted on a first-come, first-served basis. Districts are eligible to participate in this new program even if they participated in the Academy’s previous “One Free Designee” offering.

Participants in the One Free Designee – Schools program must enroll and complete all necessary coursework between July 1, 2025, and June 30, 2026.

School district personnel who are currently working toward their MCPPO Designation may use the program for the classes they have yet to take. School employees may also use the program to renew their MCPPO credential.

To apply, visit [the OIG’s website](#). If you have any questions on the program or how it can benefit your district, please contact the OIG Academy at ma-igo-training@mass.gov.

A promotional graphic for the OIG Academy Summer Class Schedule. It has a yellow background. At the top left are icons of a pencil and a notepad. At the top right are icons of two books. The text 'OIG ACADEMY' is in large blue letters, followed by 'SUMMER CLASS SCHEDULE' in large blue letters, and 'NOW AVAILABLE!' in large green letters. In the center is a QR code. Below the QR code is a grey button with a white box containing 'July 1' and the text 'Registration Opens!' in blue. At the bottom is the OIG Academy logo, which consists of a green outline of the state of Massachusetts inside a blue circle, followed by 'OIG' in blue and 'ACADEMY' in green.

OIG ACADEMY
SUMMER CLASS SCHEDULE
NOW AVAILABLE!

July 1 Registration Opens!

OIG ACADEMY

PRAC Tips to Fight Fraud, Waste, and Abuse

We continue to learn lessons from the COVID-19 pandemic, when public entities were tasked with working quickly to develop programs and award funding in order to respond to the pandemic's economic and public health consequences. Due to the speed with which they were set up, many of these programs were vulnerable to fraud, waste, and abuse. In response to these vulnerabilities, the federal Pandemic Response Accountability Committee (PRAC), comprised of federal offices of inspectors general, developed [guidance](#) for federal agencies to prevent and detect fraud, waste, and abuse of public funds and resources. We are continuing to share PRAC's recommendations that apply to ongoing state and local programs in Massachusetts.



1. Identify Fraud Risks and Internal Control Weaknesses

You should create and document comprehensive program plans that include policies and procedures for monitoring recipients to ensure that funds are being used in compliance with applicable rules and for allowable purposes. To do this, assess the risks of fraud, waste, and abuse, and identify how you will address those risks as part of the program design phase. Your plans may be based, in part, on mitigation strategies learned from previous instances of fraud, waste, and abuse. You will want to describe how you will address each risk. Look for ideas in the U.S. Government Accountability Office's "[A Framework for Managing Fraud Risks in Federal Programs](#)" and the Chief Financial Officers Council's "[Program Integrity: Anti-Fraud Playbook](#)."



2. Assess Recipient Eligibility Prior to Award

You also want to ensure that your program staff develops a process to verify applicant identities and eligibility prior to providing a recipient with funding. Depending on the program, you might use photo identification, tax returns, or state corporate records. You always should check that applicants are not on the U.S. Treasury's [Do Not Pay list](#).

If you have not already done so, you should adopt the "rule of two," which requires that two agency staff

members approve applications for financial awards. In addition, you should verify through in-person contact the identity of an applicant who submits multiple applications from the same IP address, email address, physical address, or bank account number. The OIG strongly agrees with PRAC's recommendation that jurisdictions should not allow applicants to self-certify their eligibility, as this has led to significant susceptibility to fraud schemes.



3. Develop Information Technology

Do not overlook vulnerabilities in your technological capacity to oversee program funds and grant awards. Consider whether you are presently capable of reconciling data from multiple sources to verify applicant eligibility. You can identify and use external data to help verify applicant information. In some instances you may need to enter into a memorandum of understanding with the entity that possesses the information.



4. Provide Training and Guidance to Program and Oversight Staff

Your staff is your front line of defense against fraud. You should regularly train staff on assessing risks, what to do when handling potentially fraudulent award applications, and conducting post-award monitoring activities. More generally, agencies should require fraud awareness training at all levels, including executive-level staff, program administrators, grantees, and subrecipients, as part of a new employee orientation and at least annually thereafter.

Additionally, you should provide staff with clear guidance on how to maintain evidence supporting award decisions and how to conduct post-award oversight.



5. Suspend Potential Improper or Fraudulent Payments

If you discover evidence of fraud or potential fraud, report it immediately to the Massachusetts OIG's hotline at IGO-FightFraud@mass.gov or (800) 322-1323, the appropriate federal inspector general's office, or law enforcement.

2. Definitions.
3. Procurement contracts; files.
4. Submission of quotations.
5. Competitive sealed bidding procedures.
6. Competitive sealed proposals; requests for proposals; additional evaluation criteria.
- 6A. Utilization of reverse auctions for the acquisition of supplies and services.
- Sole source procurements.
- Emergency procurements.
- Cancellation of invitation for bids; rejection of bids or proposals.

Chapter 30B

Hot Topics

The OIG provides technical assistance on public procurement-related questions to local officials and the general public on Chapter 30B, otherwise known as the Uniform Procurement Act. Chapter 30B is intended to foster fair competition in public contracting. The law governs the processes that the Commonwealth's cities, towns, and other local jurisdictions must follow in awarding government contracts for supplies, services, and real property. Chapter 30B also establishes procedures for a municipality's disposition of surplus supplies and real property.

The topic discussed below illustrates the subjects the OIG's Public Procurement Technical Support Team recently entertained from localities with questions on navigating Chapter 30B requirements.

Public Procurement Technical Support Team

Telephone: 617-722-8838

Email: OIGProcurementSupport@mass.gov

[Online Form](#)

'Responsive' and 'Responsible' Bidders Under Chapter 30B

When conducting an invitation for bids (IFB) under Section 5 of Chapter 30B, a jurisdiction should only award a supply or service contract to the lowest price bid from a "responsive" and "responsible" bidder. But what exactly does that mean? What makes a vendor "responsive" and "responsible"?

Under Section 2 of Chapter 30B, a **"responsive"** bidder is one who "has submitted a bid or proposal which conforms in all respects to the invitation for bids or request for proposals." This means that, for a bidder to be responsive, their bid must meet all of the requirements listed as part of your jurisdiction's IFB.

Under that same section, a **"responsible"** bidder is defined as one who "has the capability to perform fully the contract requirements, and the integrity and reliability which assures good faith performance."

Based on this standard, past poor performance may be grounds for determining that a bidder, who is otherwise "responsive" (at least on paper) to the specifications required by your jurisdiction's IFB and offering the lowest cost bid, is not "responsible" for purposes of Chapter 30B. Under such circumstances, your jurisdiction may reject that bidder and award the contract to the next lowest responsive and responsible bidder. When doing so, your jurisdiction should document this determination in writing, and keep the record as part of the procurement file.

For example, if your jurisdiction has previously contracted with a vendor that performed shoddy work and was unresponsive to communications, you are not required to award that same vendor future contracts simply because they offer the lowest price for the supplies or services your jurisdiction seeks to procure.

For these reasons, as a best practice, jurisdictions should regularly evaluate the performance of all contracted vendors as a part of their standard contract administration practices. These evaluations should be in writing and maintained in the vendor's contract file. If poor vendor performance later occurs under one of these contracts, these written evaluations can serve as documentation of such poor performance, and can be used as support for rejecting future bids by that same vendor. In this way, proper recordkeeping and contract administration practices can help protect your jurisdiction from unfair complaints or bid protests by disgruntled vendors.

Contact the Massachusetts Office of the Inspector General



One Ashburton Place, Room 1311
Boston, MA 02108

By Phone

Main Office
(617) 727-9140

Fraud Hotline
(800) 322-1323

MassDOT Fraud Hotline
(855) 963-2580

Public Procurement Technical Support
(617) 722-8838

OIG Academy
(617) 722-8884

Media Inquiries
(617) 722-8894

By Email

Fraud Hotline
IGO-FightFraud@mass.gov

MassDOT Fraud Hotline
MassDOTFraudHotline@mass.gov

Public Procurement Technical Support
OIGProcurementSupport@mass.gov

Training/OIG Academy Inquiries
MA-IGO-Training@mass.gov

Employment Inquiries
IGO-Employment@mass.gov



Class Information

To view the current class schedule and to register for a class electronically, please use the link below. If you have any questions, please contact us at (617) 722-8884.

[Course Catalog](#)

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