

## Introduction

Dealerships, Franchises, and Independent Garages wishing to participate in the Commonwealth's Department of General Services' Bureau of Vehicle Management (BVM) Automotive Services program must complete the Automotive Service Application. Once enrolled, these businesses are available to the Commonwealth for maintenance or repairs.

This document walks you through the entire application process beginning with:



**Application Requirements**



**Accessing the Application**

The application has 10 simple steps to complete:

1

**Company Look-up**

2

**Company Profile**

3

**Terms & Conditions**

4

**Vendor Registration Category**

5

**Service Rates**

6

**Certificate of Insurance**

7

**Company Contacts**

8

**Service Locations**

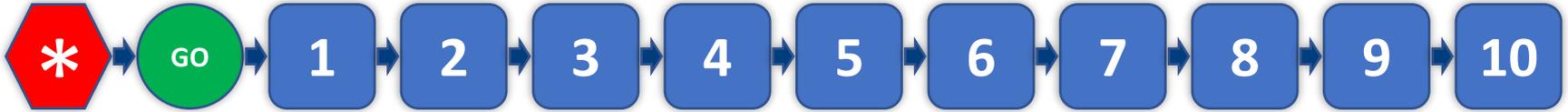
9

**Sign and Submit**

10

**Review Next Steps**





## **Prior to beginning the application:**

To complete the application, collect the following required documents/data:

- **Federal IRS EIN Number (Tax ID)**
- **Pennsylvania SAP Number**

If you have a new Federal IRS EIN Number (Tax ID) or are registering as a new vendor, you must first register through the Commonwealth of Pennsylvania's PA Supplier Portal to be assigned a Pennsylvania SAP Number. Click the following link to access Pennsylvania's Supplier Service Center: [PA Supplier Service Center](#)

- Not sure if your company is registered or don't know your registration number?

Contact the PA Supplier Help Desk:

- Phone: (877) 435-7363 (option 1)
- Email: [ra-psc\\_supplier\\_requests@pa.gov](mailto:ra-psc_supplier_requests@pa.gov)

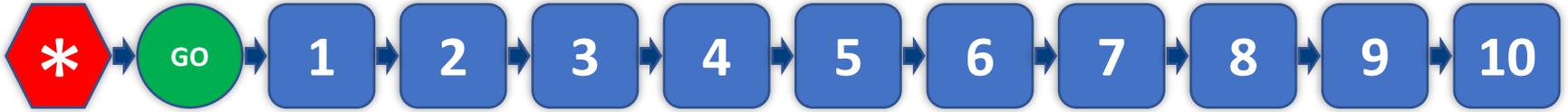
- **Business Service Locations**

The addresses where your business performs work and the services offered at each

- **Current Copy of Certificate of Insurance**

A current copy naming the Commonwealth of PA, Dept of General Services, 2221 Forster Street, Harrisburg, PA 17103, as additional insured and showing the types and liability amounts of your coverage





## **Automotive Service Site:**

While designed to be accessed via a web browser, the application is mobile and tablet friendly, so you can complete it on almost any internet-connected device.

<https://www.dgs.internet.state.pa.us/AutoServices/>

On this site, you can:

- Complete a New Vendor Registration
- Manage your business' Automotive Service Company Profile
- View announcements from BVM
- Access additional BVM related information and documentation
- Find BVM contact information

## **To complete the Automotive Service Application:**

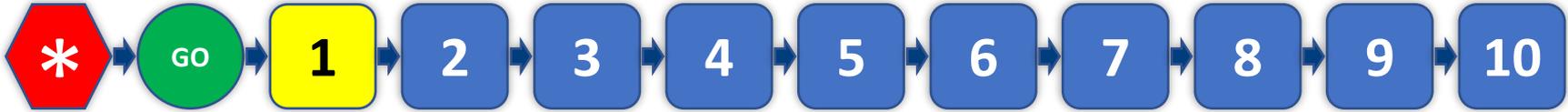
Click the New Vendor Registration button.



New Vendor Registration

Note: You can leave and return to your application at any time before submitting it by clicking the New Vendor Registration button.





To ensure that your business details are linked correctly between Commonwealth systems, the application requires that you provide both your Tax ID (FEIN) and SAP Vendor Number.

### Company Lookup

Step 1 of 10 Help

Participation in Pennsylvania's Auto Services program requires your business to complete the Commonwealth's PA Supplier Portal registration to receive a PA SAP Vendor Number. On the [Commonwealth's Supplier Service Center](#) site, you can find instructions on how to complete this process (see the New Vendor Registration Guide), additional opportunities that may be available for your business, and contact information for the PA Supplier Portal Help Desk

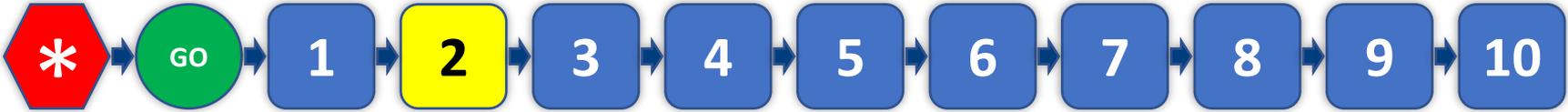
You can access instructions for completing the application at any time by clicking on the **Help** button located in the top right of each page. Details like what documents and data are required to complete the application are in the document.

Tax ID (FEIN) \*

SAP Vendor Number \*

- A. Enter your **Tax ID (FEIN)**
- B. Enter the last 6 digits of your **SAP Vendor Number**
- C. Click **Lookup**
- D. The results of the Lookup appear on the screen
  - a. If the combination is correct, you can click **Continue**
  - b. If the combination does not result in a match, double-check the information you entered, and if the system still does not locate a match, contact the PA Supplier Help Desk:  
Phone: (877) 435-7363 (option 1)  
Email: [ra-psc\\_supplier\\_requests@pa.gov](mailto:ra-psc_supplier_requests@pa.gov)





The Company Profile page of the application pre-populates with data from the PA SAP system when possible.

**Company Profile** Step 2 of 10 [Help](#)

PA Vendor (SAP) #

Company Name

Doing Business As

**Headquarter Mailing Address**

Address 1\*  Address 2

City\*  State\*

Zip Code\*

**Application Contact**

First Name\*  Last Name\*

Phone Number\*  Extension

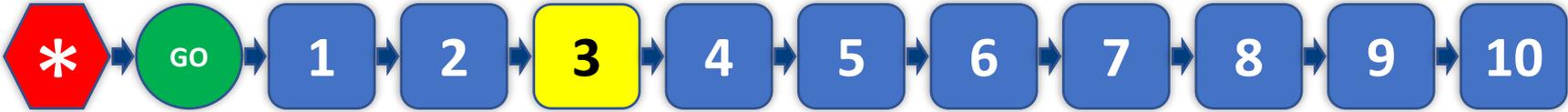
Fax Number  Email Address\*

- A. Complete the fields on the page
- B. Once all the required fields (marked with a red asterisk) are completed, click **Save & Continue**

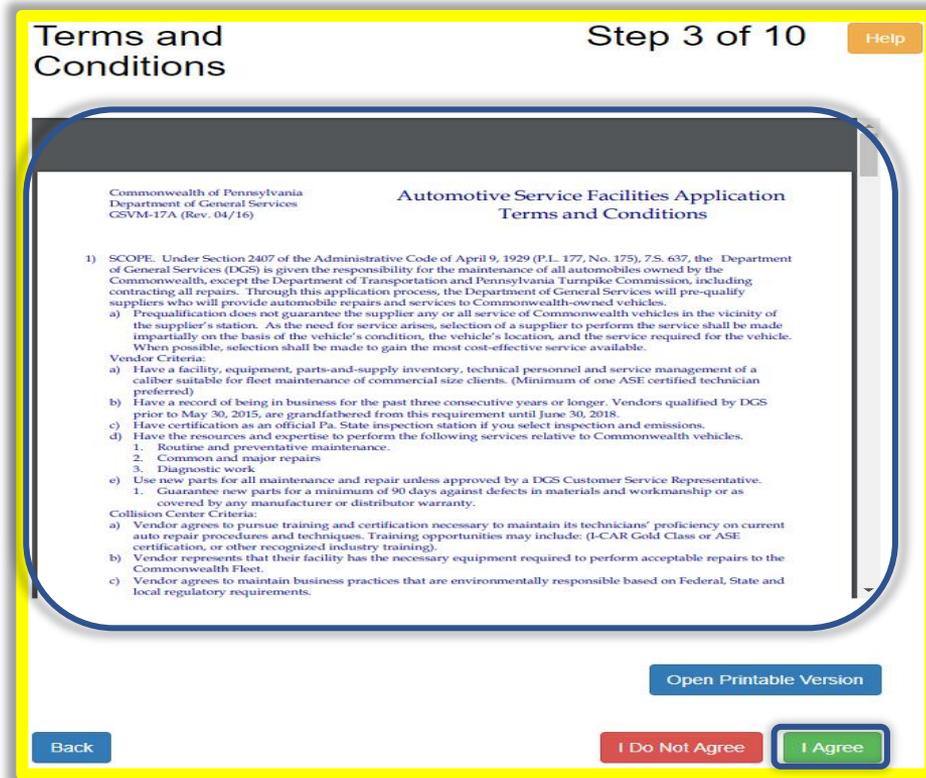
**Note:** If the Company Name is incorrect, contact the PA Supplier Help Desk to have this corrected in the PA SAP system:

- Phone: (877) 435-7363 (option 3)
- Email: [ra-psc\\_supplier\\_requests@pa.gov](mailto:ra-psc_supplier_requests@pa.gov)





The Terms and Conditions provide all the details you need to be aware of to participate in the Automotive Service program.



**Terms and Conditions** Step 3 of 10 [Help](#)

Commonwealth of Pennsylvania  
Department of General Services  
CSVM-17A (Rev. 04/16)

**Automotive Service Facilities Application  
Terms and Conditions**

1) SCOPE. Under Section 2407 of the Administrative Code of April 9, 1929 (P.L. 177, No. 175), 75 S. 637, the Department of General Services (DGS) is given the responsibility for the maintenance of all automobiles owned by the Commonwealth, except the Department of Transportation and Pennsylvania Turnpike Commission, including contracting all repairs. Through this application process, the Department of General Services will pre-qualify suppliers who will provide automobile repairs and services to Commonwealth-owned vehicles.

a) Prequalification does not guarantee the supplier any or all service of Commonwealth vehicles in the vicinity of the supplier's station. As the need for service arises, selection of a supplier to perform the service shall be made impartially on the basis of the vehicle's condition, the vehicle's location, and the service required for the vehicle. When possible, selection shall be made to gain the most cost-effective service available.

Vendor Criteria:

a) Have a facility, equipment, parts-and-supply inventory, technical personnel and service management of a caliber suitable for fleet maintenance of commercial size clients. (Minimum of one ASE certified technician preferred)

b) Have a record of being in business for the past three consecutive years or longer. Vendors qualified by DGS prior to May 30, 2015, are grandfathered from this requirement until June 30, 2018.

c) Have certification as an official Pa. State inspection station if you select inspection and emissions.

d) Have the resources and expertise to perform the following services relative to Commonwealth vehicles.

1. Routine and preventative maintenance.
2. Common and major repairs
3. Diagnostic work

e) Use new parts for all maintenance and repair unless approved by a DGS Customer Service Representative.

1. Guarantee new parts for a minimum of 90 days against defects in materials and workmanship or as covered by any manufacturer or distributor warranty.

Collision Center Criteria:

a) Vendor agrees to pursue training and certification necessary to maintain its technicians' proficiency on current auto repair procedures and techniques. Training opportunities may include: (I-CAR Gold Class or ASE certification, or other recognized industry training).

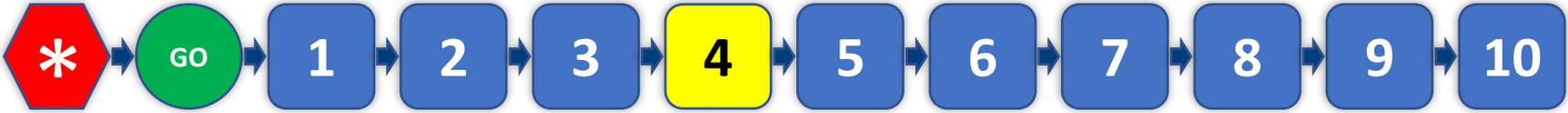
b) Vendor represents that their facility has the necessary equipment required to perform acceptable repairs to the Commonwealth Fleet.

c) Vendor agrees to maintain business practices that are environmentally responsible based on Federal, State and local regulatory requirements.

[Back](#) [Open Printable Version](#) [I Do Not Agree](#) [I Agree](#)

- A. Carefully review the **Terms and Conditions**
  - a. You can only continue if you agree to the Terms and Conditions
  - b. For a printable version of the Terms and Conditions, click **Open Printable Version**
- B. Click **I Agree**





The Vendor Registration Category selection aids the Commonwealth in selecting the appropriate location to take their vehicle for service.

### Vendor Registration Category

Step 4 of 10 Help

Beginning with applications submitted for the 2020/2021 Commonwealth Fiscal Year, each applicant needs to identify their business as a Dealership, Franchise, or Independent Garage to aid drivers of Commonwealth vehicles in selecting the appropriate location to take their vehicle for service.

**Please review the details for each selection below and make the appropriate selection. Once saved, this selection can only be changed by contacting the Bureau of Vehicle Management.**

New Car and Truck Dealership:  
A facility that holds a Sales and Service Agreement representing a new vehicle manufacturer for a defined area.

National and Regional Corporate or Franchised Service Facility:  
A facility which operates under a corporate or franchise license with rights to operate in a defined area. The category includes independent service operators with 3 or more operating locations under the same name.

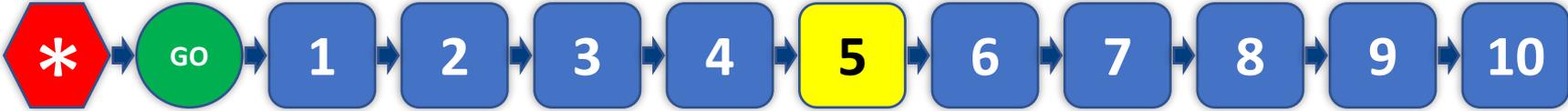
Independent Service Operators:  
All businesses in the Commonwealth who do not fall under the other 2 definitions in this section but provide maintenance repairs to motor vehicles.

Back Save Save & Continue

- A. Carefully review the definition of each **Vendor Registration Category** prior to making a selection
  - a. **Once the page is saved, you can not change the selection**
  - b. If you made a mistake, send an email to [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov) with your Company Name, SAP #, and an explanation of what needs to be changed and why
- B. Select the correct **Vendor Registration Category**
- C. Click **Save & Continue**



# Automotive Service Online Application



Review the published service rates for the counties where you have service locations. In Step 8 of the Application, Service Locations, specific service selection by location occurs.

**Service Rates** Step 5 of 10 [Help](#)

This step of the application is informational only. Select the counties where you have service locations and then click Show to display the rates. Later in the application, you will enter your service locations and select the services available at each location

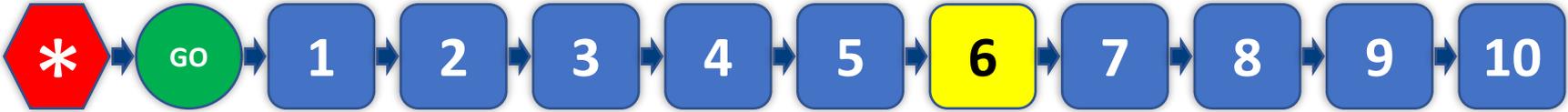
<input type="checkbox"/> ADAMS	<input type="checkbox"/> CHESTER	<input type="checkbox"/> FULTON	<input type="checkbox"/> MCKEAN	<input type="checkbox"/> SNYDER
<input type="checkbox"/> ALLEGHENY	<input type="checkbox"/> CLARION	<input type="checkbox"/> GREENE	<input type="checkbox"/> MERCER	<input type="checkbox"/> SOMERSET
<input type="checkbox"/> ARMSTRONG	<input type="checkbox"/> CLEARFIELD	<input type="checkbox"/> HUNTINGDON	<input type="checkbox"/> MIFFLIN	<input type="checkbox"/> SULLIVAN
<input type="checkbox"/> BEAVER	<input type="checkbox"/> CLINTON	<input type="checkbox"/> INDIANA	<input type="checkbox"/> MONROE	<input type="checkbox"/> SUSQUEHANNA
<input type="checkbox"/> BEDFORD	<input type="checkbox"/> COLUMBIA	<input type="checkbox"/> JEFFERSON	<input type="checkbox"/> MONTGOMERY	<input type="checkbox"/> TIOGA
<input type="checkbox"/> BERKS	<input type="checkbox"/> CRAWFORD	<input type="checkbox"/> JUNIATA	<input type="checkbox"/> MONTOUR	<input type="checkbox"/> UNION
<input type="checkbox"/> BLAIR	<input type="checkbox"/> CUMBERLAND	<input type="checkbox"/> LACKAWANNA	<input type="checkbox"/> NORTHAMPTON	<input type="checkbox"/> VENANGO
<input type="checkbox"/> BRADFORD	<input type="checkbox"/> DAUPHIN	<input type="checkbox"/> LANCASTER	<input type="checkbox"/> NORTHUMBERLAND	<input type="checkbox"/> WARREN
<input type="checkbox"/> BUCKS	<input type="checkbox"/> DELAWARE	<input type="checkbox"/> LAWRENCE	<input type="checkbox"/> PERRY	<input type="checkbox"/> WASHINGTON
<input type="checkbox"/> BUTLER	<input type="checkbox"/> ELK	<input type="checkbox"/> LEBANON	<input type="checkbox"/> PHILADELPHIA	<input type="checkbox"/> WAYNE
<input type="checkbox"/> CAMBRIA	<input type="checkbox"/> ERIE	<input type="checkbox"/> LEHIGH	<input type="checkbox"/> PIKE	<input type="checkbox"/> WESTMORELAND
<input type="checkbox"/> CAMERON	<input type="checkbox"/> FAYETTE	<input type="checkbox"/> LUZERNE	<input type="checkbox"/> POTTER	<input type="checkbox"/> WYOMING
<input type="checkbox"/> CARBON	<input type="checkbox"/> FOREST	<input type="checkbox"/> LYCOMING	<input type="checkbox"/> SCHUYLKILL	<input type="checkbox"/> YORK
<input type="checkbox"/> CENTRE	<input type="checkbox"/> FRANKLIN			

County	LOF Rate	Diagnostic Rate	Safety Inspection Rate	Emission Inspection Rate	Mechanical Labor Rate	Body Labor Rate	Parts Discount	Glass Rate	Glass Discount	Towing Rate	Diesel Labor Rate	LOF/TR Rate	S-LOF Rate	S-LOF/TR Rate
<input type="button" value="Back"/> <span style="float: right;"><input type="button" value="Continue"/></span>														

- A. Check the box beside the counties where you offer services
- B. Click **Show**
  - a. If you do not agree to offer the services at the rates displayed per the Terms and Conditions, you should not continue with the application
- C. Click **Continue**





The Commonwealth requires a current Certificate of Insurance, naming the Commonwealth of PA, Dept of General Services as additional insured and showing the types and liability amounts of your coverage. The declaration page cannot replace the Certificate.

**Certificate of Insurance** Step 6 of 10 [Help](#)

The Commonwealth requires a current Certificate of Insurance, naming the Commonwealth as additional insured and showing the types and liability amounts of your coverage. The declaration page cannot replace the Certificate.

Only Certificates of Insurance will complete the registration approval.

The Certificates of Insurance must include:

- All service locations
- Coverage amounts with validity dates for Automobile Liability or Garagekeepers
- Certificate Holder listed as:  
Commonwealth of PA, Department of General Service  
2221 Forster Street  
Harrisburg, PA 17103

<b>Insurance Company*</b> <input type="text"/>	<b>Policy Number*</b> <input type="text"/>
<b>Policy Start Date*</b> <input type="text"/>	<b>Policy Expiration Date*</b> <input type="text"/>

**Vehicle/Automobile Liability or Garage Keepers Coverage Amount**

Whole amounts only (no decimal, commas, or \$ signs)

Click [Choose File] below to attach your Certificate of Insurance to your application. Uploading now will prevent delays in approving your application.

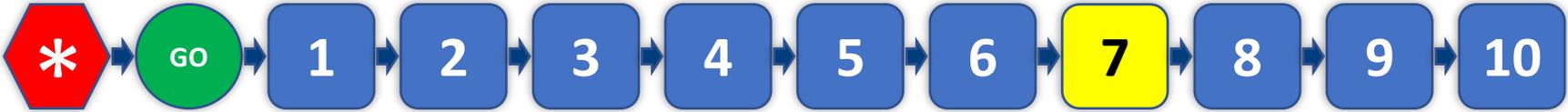
**File To Upload** Choose File no file chosen **Current File:** None

Back
Save
Save & Continue

- A. Review your Certificate of Insurance to make sure it has been completed correctly
- B. Complete the fields
- C. Click **Choose File** to upload a copy of your Certificate of Insurance
  - a. If you do not have a copy of your certificate, you can continue without uploading it
  - b. Applications will not be accepted until the certificate has been received
  - c. If not uploaded, certificates can be sent to BVM via
    - Email: [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov)
    - Fax: 717-705-2123
    - Address: Bureau of Vehicle Management, 2221 Forster Street, Harrisburg, PA 17103
- D. Click **Save & Continue**



# Automotive Service Online Application



Each of the contacts added may receive emails and phone calls from BVM concerning your Application status, rate renewals, and other essential updates.

**Company Contacts** Step 7 of 10 [Help](#)

Each of the contacts added below may receive emails and phone calls from BVM concerning your application status, rate renewals, and other essential updates.

[Add New](#)

Show  entries

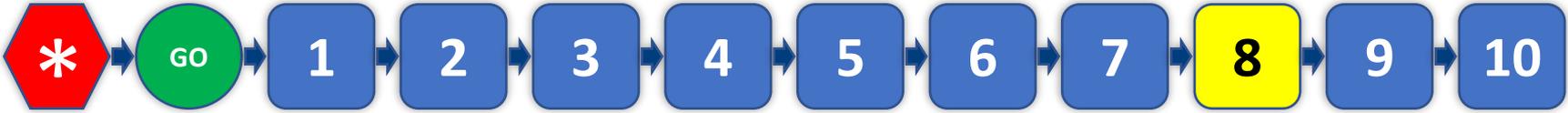
	First Name	Last Name	Phone Number	Phone Extension	Fax Number	Email Address
<a href="#">Edit</a>						

Showing 1 to 1 of 1 entries

[Back](#) Previous **1** Next [Continue](#)

- A. The Applicant Contact added on the Company Profile page of the application is populated
- B. Click **Edit** if any information needs to be changed
- C. Click **Add New** to add additional contacts
  - a. You can add as many contacts as you want
  - b. Having at least one additional contact is suggested when possible
- D. Click **Continue**





**Service Locations are the combination of a physical address (no PO Boxes) and the services available at the location. Please make sure all the information entered is accurate.**

Service Locations
Step 8 of 10 Help

Service Locations are the combination of a physical address (no PO Boxes) and the services available at the location. Once enrolled, the details entered here will be used by Commonwealth employees to contact you for maintenance and repairs, so please make sure it is accurate.

**Note:** Only enter Pennsylvania locations.

Add New
Print Application

Show 10 entries

	Location Name	Address	County	Phone Number	Services Selected
Edit					

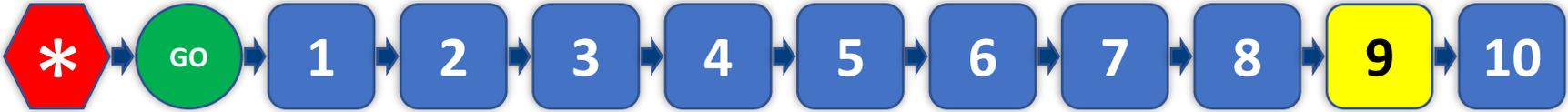
Showing 1 to 1 of 1 entries

Back
Continue

- A. Click **Add New** to add a service location
    - a. You can add as many locations as you have
    - b. Once you select a location's **County**, the **Service Rates** for that county will appear towards the bottom of the page
    - c. Review and select the appropriate service details available on the page
    - d. At least one location must be added to complete the application**
    - e. Click **Save**
  - B. Click **Edit** if any information needs to be changed
  - C. Click **Continue**
- Note:** Click **Print Application** to review a copy of your pending application. You can click on the **Back** button to return to any previous page to make corrections.



# Automotive Service Online Application



Once your application has been submitted, no changes can be made.

### Sign and Submit

Step 9 of 10 [Help](#)

**By submitting this form, the Applicant acknowledges and certifies that:**

- (1) The Applicant has read, understands and agrees to the Terms and Conditions set forth in the Automotive Services Application, and this Application is submitted in accordance with those terms and conditions.
- (2) The individual entered in the "Applicant Contact" section of the Application has the authority to sign this application on behalf of the Applicant.
- (3) The typed name of the individual whose name appears in the "Submitted By" field below represents the electronic signature of that individual.

**Submitted By\***

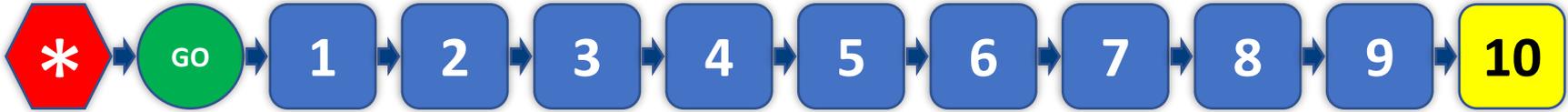
**Optional Notes to the Reviewer:**

[Back](#) [Submit](#)

- A. Review the Sign and Submit section
- B. Enter your name in the **Submitted By** field
- C. If you have any notes you would like BVM to see during their review of your application, enter those into the **Optional Notes to Reviewer** field
- D. Click **Submit**



# Automotive Service Online Application



The final page of the application will indicate that your application has been received and provide direction on your next steps. You also will receive an email with these next steps. You can now close the application.

You will receive an email from the Commonwealth's Department of General Services' Bureau of Vehicle Management Automotive Services when your application has been reviewed.

If you need to make a correction to your application, please email [RA-BVMVendorAdmin@pa.gov](mailto:RA-BVMVendorAdmin@pa.gov) with your Business Name, SAP Number, and details about what needs to be corrected.

