

## Department for Transport SME Case Study:

Title of Contract/ Name of SME
<p>Title of Contract:- Website Design Hosting and Management for DVLA Personalised Registrations</p> <p>Name of SME:- Connect Internet Solutions</p>
Background on SME and the goods/services they provide
<p>Service provided for DVLA includes Web Design, Hosting &amp; Management of the Personalised Registrations Commercial website.</p>
Details of any changes we made to procurement practices to improve opportunity for SME to win.
<p>Transition costs were removed from the exercise (in line with best practice) so ensuring a level playing field for all bidders.</p>
What made the SME successful (including value of any savings)
<p>Connect Internet Solutions demonstrated their ability to develop and maintain the website. They were able to show experience of large scale website and database hosting and management.</p> <p>They had the capacity, scalability and resilience to meet DVLA requirements.</p>
What (if any) added value they deliver as part of the contract
<p>Connect Internet Solutions are extremely competitive compared with other IT let contractors within the Agency.</p> <p>They avail themselves for calls and meetings immediately and action any requests for work immediately.</p> <p>They have extensive experience in hosting and managing commercial sales websites and the hosting requirements and demands that such sites need to be successful especially during peak periods.</p>