BUSINESS CASE FOR: RENEWAL OF A CONTRACT FOR DATA LINES AND UNIFIED COMMUNICATIONS SYSTEM FOR THE OFFICE OF THE CHIEF JUSTICE (ALL SERVICE CENTRES)

SUBMITTED TO	**Director**: ICT Operations
TO THE ATTENTION OF	Mr. Teko Mohono
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DATE SUBMITTED	12 April 2024

SUBMITTED BY	**Deputy Director**: Network Engineer
POINT OF CONTACT	Mr. Bulelani Mbetye
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DELIVERY METHOD	email

1. REASON FOR THE PROJECT

1.1 The Office of the Chief Justice (OCJ) is requesting the State Information Technology Agency (SITA) to facilitate the procurement process and appoint a service provider for the renewal of a contract for Data Lines and Unified Communications System at all service centres.

2. BACKGROUND

2.1 The Office of the Chief Justice (OCJ) was established as a national department located within the public service to support the Chief Justice as head of the Judiciary and head of the Constitutional Court.

2.2 The OCJ has a total number of twenty-four (24) sites countrywide. These include High Courts, Labour Courts, Land Claims Courts, the Supreme Court of Appeal (SCA), and the Constitutional Court of South Africa.

2.3 To minimize service disruption & downtime and to ensure business continuity, the OCJ appointed a Service Provider (SP) to provide secondary links or data lines at each service centre. As mentioned above, these links assist in ensuring that there is minimal downtime when the primary links fail. The SP provides Unified Communications Systems as well. Specifically, the IP Telephone services.

2.4 The contract for these services was entered into via the old National Treasury RT 15 contract which has since come to an end, and it is for this reason that the OCJ is requesting SITA to facilitate the procurement process for the renewal of the contract.

3. BENEFITS

3.1 The renewal of this contract will assist the OCJ in avoiding irregular, unauthorized, and fruitless expenditures while ensuring the continuation of business services.

3.2 In addition to the above, the use of secondary links on the network provides the following benefits:

- Minimized service disruption
- Minimized downtime
- Adherence to OCJ's Business Continuity Plan (BCP)
- Reliability
- Load Balancing to avoid bottlenecks

4. COSTS

4.1 The budget associated with the renewal of this contract is available.

RISKS

5.1 The risks of not renewing this contract include but are not limited to the following:

- Month to Month Contract
- Service disruptions
- Downtime
- Unreliable communication

6. IMPLEMENTATION PROGRAM

MILESTONE	DESCRIPTION	DELIVERY DATE
Briefing Session	Meeting to discuss the requirements	To be confirmed
Project meetings	Kick-Off, Status, Weekly meetings	To be confirmed
Implementation	Implementation	To be confirmed
Project Closure	Project review and lessons learned	To be confirmed

7. PROJECT MANAGEMENT FRAMEWORK

PARTY RESPONSIBLE	ROLE	CONTACT INFORMATION
Mr. Bulelani Mbetye	Deputy Director: Network Engineer	BMbetye@judiciary.org.za 010 493 2500
Mr. Teko Mohono	Director: ICT Operations	TMohono@judiciary.org.za 010 493 8754
Mr. David Reid	Director: Business Applications	DReid@judiciary.org.za 010 493 8755
Mrs. Nthumeni Nengovhela	Chief Director: ICT	NNengovhela@judiciary.org.za 010 493 8751

REQUIREMENTS

8.1 The OCJ is requesting SITA to facilitate the procurement process for the renewal of the contract for data lines and unified communication systems.

- Data Lines at all service centres
- Unified Communications System (IP Telephony)

The telephone system must support the existing handsets.

8.2 Quality Management – (Review and acceptance process, issue/problem management, approved methodologies and standards);
8.3 Change Management; and
8.4 Hand-Over and Exit - Close-Out Reporting

9. DOCUMENT APPROVALS

Signatories hereof confirm the adoption and approval of this **Business Case: Renewal of a contract for data lines and Unified Communications System for the Office of the Chief Justice (All service centres).**

Signing this document records your agreement to the contents of the **Business Case: Renewal of a contract for data lines and Unified Communications System for the Office of the Chief Justice (All service centres** document and confirms the order to proceed with the remainder of the implementation of the project.

Role	Name	Signature	Date
Deputy Director: Network Engineer	Mr. Bulelani Mbetye		16/04/2024
Director: ICT Operations	Mr. Teko Mohono		17 04 2024
Director: Business Applications	Mr. David Reid		17/04/24
Chief Director: ICT	Ms. Nthumeni Nengovhela		18 04 2024