

Date 28/07/2025  
Your Ref  
Our Ref 10284

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Dear

## FREEDOM OF INFORMATION – ORICOM LTD

I write in response to your request for information in relation to Oricom Ltd.

### Question:

- Under the Freedom of Information act I would like to request information relating to all contracts between health boards in Scotland and the telecommunications firm Oricom Ltd. Now that the NHS Counter fraud services investigation into the company and the subsequent criminal trial has concluded, I wish to obtain the details of –
  1. All contracts for services awarded to Oricom Ltd by Scottish health boards.
  2. The value and length of these contracts and what they were for
  3. Details of any contracts with Oricom terminated during the investigation into the company

### Answer:

1.	See table of Purchase Orders Below
2.	See table of Purchase Orders Below
3.	Zero

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
22/04/2013	CHANGES TO EXTENSIONS FOR ASTLEY AINSLIE HOSPITAL LOT 39	1	£195.00
22/04/2013	DECEMBER - JANUARY 2013 PROGRAMMING - MAC	1	£3,595.00
22/04/2013	FEBRUARY - MARCH 2013, PROGRAMMING - MAC	1	£2,864.00
22/04/2013	INSTALL DUAL CAT 5E INTO 3RD FLOOR FOR WILLOWGROVE OL3448	1	£150.00
22/04/2013	KINGSGATE MEDICAL PRACTICE FAULTY PHONE LEAVING OFFICE WITH NO PHONE - FIXED BY ORICOM LOT	1	£150.00
22/04/2013	NEW NUMBER RANGE - ALLOW ALL SITES TO CONTACT NEW NUMBERS IN ASTLEY AINSLIE LOT 40	1	£195.00

Headquarters  
Mainpoint  
102 West Port  
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE  
Chief Executive Professor Caroline Hiscox  
*Lothian NHS Board is the common name of Lothian Health Board*

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
22/04/2013	OCTOBER-NOVEMBER 2012 PROGRAMMING - MAC	1	£3,533.00
22/04/2013	ORICOM SITE ATTENDANCE AT LAURIESTON BUILDING MARCH 2013	1	£1,000.00
22/04/2013	PHOTOCOPIER IS NOT PRINTING OFF FAXES IN DALKEITH MEDICAL CENTRE LOT 42	1	£195.00
22/04/2013	SAN WIN REPORTING MODULE - CALL LOGGING	1	£3,200.00
22/04/2013	SEND POLYCOM CAMERA AWAY FOR REPAIR FOR WAVERLEY GATE LOT45	1	£750.00
22/04/2013	SET UP VOICEMAIL FOR DALKEITH MEDICAL CENTRE LOT 46	1	£75.00
22/04/2013	SUPPLY NORTEL 3904 PHONE TO LINLITHGOW FAMILY PRACTICE LOT 149	1	£195.00
10/05/2013	3 YEAR SUPPORT	1	£1,197.00
10/05/2013	NEC V422 42" LCD MONITOR	1	£589.50
10/05/2013	POLYCOM HDX6000+ CAMERA 720P	1	£3,439.20
10/05/2013	UNICOL AXIA LO-LEVEL STAND	1	£1,197.00
10/05/2013	1 x Polycom Soundstation 1 x UPS 1 x AMX Programming and Configuration 1 x Polycom Soundstation Programming and Configuration 1 x Projector Remote	1	£15,986.00
21/05/2013	ICSI MICROPIPETS STERILE	4	£552.00
17/10/2013	PURCHASE ORDER RAISED TO COVER COST TO REPAIR SOUND SYSTEM IN MEETING ROOMS 7 AND 8, WAVERLEY GATE. COST IS £100 CALL OUT CHARGE AND £100 PER HOUR	1	£550.00
24/10/2013	1YEAR MAINTENANCE CONTRACT AT BALLENDEN HOUSE JULY 2011-JUNE 2012	1	£5,950.00
24/10/2013	1YR MAINTENANCE CONTRACT AT BELLENDEN HOUSE JULY 2012 TO JUNE 2013	1	£5,950.00
24/10/2013	6 MONTHS MAINTENANCE CONTRACT FOR PENTLAND HOUSE FROM SEPT'13 - FEB'14	1	£6,558.00
24/10/2013	PABX MAINTENANCE AT WAVERLEY GATE - 6 MONTHS FROM SEP'13 - FEB'14 AS PER PROPOSAL DATED 22/09/13	1	£6,958.00
07/11/2013	4 HOUR SLA (24/7/365) MAINTENANCE - OPERATION CONSOLES 12 MONTHS	1	£17,423.00
27/11/2013	POLYCOM REMOTE CONTROL	1	£168.00
06/12/2013	3 year maintenance contract for Oricom telephone system Avaya CS1000 at Duncan Street Dental Centre. From Oricom, Unit 4, 2 Cunninghame Road, Kyle Business Park, Irvine KA12 8JJ.	1	£15,295.00
09/12/2013	Re-install equipment with AV rack including complete cable dressing. Recommission Polycomsoundstructre and AMX in rooms 7 & 8 at Waverley Gate as per quote from Oricom.	1	£6,474.00

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
09/01/2014	502 LCD Screen Panasonic	2	£960.00
09/01/2014	Eagle Eye Camera Wall Bracket	1	£99.00
09/01/2014	HDX 7000-720; Codec, EagleEye 720 Camera, 720p30/60 capable, 2M Line Rate, People + Content, 2nd Monitor	1	£5,847.00
09/01/2014	Polycom wall Mount Codec Shelf	1	£99.00
09/01/2014	Unicol Slim Line Mount	2	£232.68
29/01/2014	Change system message on the lauriston switchboard consoles.	1	£450.00
04/02/2014	3 Year servicing agreement in conjunction with the purchase of video conferencing kit purchased for the SE Scot. Breast screening Centre. PO S516333.	3	£1,600.74
06/02/2014	CODEC EAGLE EYE VIEW CAMERA 720P30 CAPAPBEL PCIP	1	£3,439.20
06/02/2014	3 YEAR SUPPORT	1	£1,197.00
06/02/2014	50" LCD SCREEN INCLUDING DVI TO COMPOSITE VIDEO CABLE AND AUDIO CABLES (PANASONIC TX-L50B6B 50INCH WIDESCREEN FULL HD1080P LED TV WITH FREEVIEW HD)	1	£480.00
06/02/2014	DVI TO VGA CABLE 5M FOR CONNECTING PC TO CODEC PHYSIO Highbank Care Home 9A Bonnyrigg Road Dalkeith EH22 3EY	1	£62.00
06/02/2014	UNICOL AXIA SAFETY GLASS SHELF	1	£70.92
06/02/2014	UNICOL AXIA HI-LEVEL TROLLEY FOR UP TO 57 INCH SCREEN (SEE DETAILS BELOW)	1	£510.75
06/02/2014	CODEC EAGLE VIEW CAMERA 720P CAPAPBLE PPCIP	1	£3,439.20
06/02/2014	3 YEAR SUPPORT	1	£1,191.00
06/02/2014	50" LCD SCREEN INCLUDING DVI TO COMPOSITE VIDEO CABLE AND AUDIO CABLES PANASONIC TX-L5DB6B 50 INCH WIDESCREEN FULL HD1080P LED TV WITH FREEVIEW	1	£480.00
06/02/2014	DVI TO VGA CABLE 5M FOR CONNECTING PC TO CODEC ATTIC OFFICES ROODLANDS HOSPITAL 5 HOSPITAL ROAD HADDINGTON EH41 3PF	1	£62.00
06/02/2014	UNICOL AXIA HI-LEVEL TROLLEY FOR UP TO 57 INCH SCREEN (AS DETAILED BELOW)	1	£510.75
06/02/2014	UNICOL AXIA SAFETY GLASS SHELF	1	£70.92
27/03/2014	Operation Consoles 4 Hour SLA (24/7/365) Maintenance 01/04/14-31/03/15 ***** PLEASE NOTE ORICOM INVOICE 6572 ALREADY RECIEVED WITH THANKS *****	1	£17,423.00
22/04/2014	Swaps for extensions at Education & Employee Development at Comely Bank.	1	£150.00
19/08/2014	Please arrange a group pick-up for (Comely Bank Centre 0131) telephone numbers	1	£50.00
20/08/2014	Please proceed with below pick up group. Please confirm when	1	£68.00

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
	this has been completed. For Inchkeith House		
08/09/2014	I need 45605 and 45603 and swapped over. The direct dial is: 0131 470 5605 and 0131 470 5603. Site contact: Comely Bank Centre 13 Crewe Road South Edinburgh EH4 2LD Tel:0131 470 5605	1	£68.00
11/09/2014	Oricom engineer narrowed fault at Pentland House down to one MGC card and had to re-flash and re-patch to get all operational.	1	£300.00
23/09/2014	Forward dialling for Musselburgh Primary Care (LOTPR794) and Waverley Gate (LOTPR795) at £50 each plus VAT.	1	£100.00
04/11/2014	Invoice for work done (ext swap) as requested by Please note that invoice 7723 has been received.	1	£68.00
25/11/2014	Ref Job # 8546 to add International Dialing Access to 0131-470-5709 ref Comely Bank	1	£68.00
28/11/2014	3 month maintenance cover for 4 sites (Allander House, Comely Bank, Esk Centre and Midlothian Hospital.	1	£7,957.34
10/12/2014	We have a new DDi range that needs to be added to your translation tables to allow your sites to dial our new numbers please can you complete this for ASAP 0131-441-8500 & 0131-441-8599 with internal ext numbers 18500 to 18599	1	£50.00
16/12/2014	Codec Eagle Eye 720 Camera 720p30 capable, PPCIP from Oricom Ltd	1	£3,439.00
16/12/2014	3 year support for camera from oricom Ltd	1	£1,197.00
16/12/2014	Eagle eye camera wall / panel/ shelf mounting bracket from Oricom Ltd	1	£98.00
22/12/2014	To replace faulty Channel 04/05 at MPCC Re-charged out on december Re-charges against CC S41668	1	£68.00
27/01/2015	Oricom Maintenance agreementfor The Comely Bank from Jan 15 to November 15.	1	£13,875.00
03/02/2015	New Incident number #10,597 please add additional ext numbers to there existing pick up group as requested against your ref # 10597 for the Comely Bank Site	1	£68.00
09/03/2015	Please add ext number 44195 into the same PUG as ext44200 at MPCC at the above cost	1	£68.00
09/04/2015	BT Response 75 from Oricom Ltd, Unit 4, Cunninghame Road, Irvine, KA12 8JJ	1	£145.00
15/04/2015	Create a link and wall panel to conect the VC Kit to the existing PC	1	£250.00
27/04/2015	New numbering range to be added to Oricom equipment so that Lauriston Operator Consoles and Comely Bank are able to dial the numbers.	1	£150.00
26/05/2015	Oricom Support & Maintenance for Samwin Operator Consoles.	1	£17,484.60
06/07/2015	De and re install 2 operator consoles and re configure ringing	1	£395.00

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
29/01/2016	Oricom carried out works at £500+VAT to receive specific reports for NHS.	1	£500.00
02/02/2016	Cost for a new queue to be set up in the operator consoles with a new number; provide new queue colour and assign skill based routing to all agents.	1	£225.00
09/05/2016	Maintenance and Support for Operator Consoles at LB.	1	£17,484.60
02/06/2016	Oricom to add new users to our current operator consoles at LB and investigate an issue that keeps occurring.	1	£95.00
28/06/2016	2 x telephone handset - available from Oricom - see attached quotation.	2	£46.00
28/06/2016	carriage charge re line 1 - (see attached quotation) available from Oricom, 1 Cockburn Place, Riverside Business Pk, Irvine KA11 5DA	1	£10.00
05/07/2016	Supplier: Oricom Set up new telephone extension and number (01506 423888) in Howden Health Centre, Livingston, West Lothian.	1	£195.00
11/07/2016	Training 1-4 set up to have the ability to login and out of all queues which allows to pick and choose what hospitals or queues they are to answer in Switchboard. This includes implementation and onsite training for users.	1	£1,295.00
29/08/2016	Please see attached order regarding 1 x BT Response Answering machine. Available from Oricom.	1	£55.00
19/01/2017	FAO Oricom Ltd / David Ross. Annual telephone line and wifi charge on Ward 1, WGH. 1 January 2017 - 31 December 2017.	1	£588.00
25/01/2017	Please see attached quotation from Oricom for installation of line, rental and call charges for Howden Dental. Services from Oricom Ltd, 1 Cockburn Place, Riverside Business Park, Irvine KA11 5DA <a href="http://www.oricom.co.uk">www.oricom.co.uk</a>	1	£211.00
13/03/2017	Additional Phone Line and Direct Dial number at Office 369/LG/09 (basement in Howden Health Centre) Cost advised by Oricom	1	£75.00
18/04/2017	Contract for telephone service at Duncan Street Dental Centre from 6th November 2016 to 5th November 2017. From Oricom, 1 Cockburn Place, Riverside Business Park, Irvine, Ayrshire, KA11 5DA	1	£5,083.00
20/04/2017	Oricom Support & Maintenance for Samwin Operator Consoles. Period of Cover 01.04.2017 to 31.03.2018.	1	£17,484.60
23/05/2017	Engineer required on site at LB Switchboard - 1 x console is faulty and needs repairing but under maintenance cover, 1 x new console required and installed and 4 x existing consoles to make live and install.	1	£1,445.00
27/06/2017	To program the new Royal Edinburgh site code (74631) into the Lauriston Operator Consoles translation table.	1	£85.00
08/08/2017	Switchboard console to be updated with new software as	1	£125.00

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
	requested by the Staff Manager.		
14/11/2017	Contract for telephone service at Duncan Street Dental Centre from 6th November 2017 to 5th November 2018. From Oricom, 1 Cockburn Place, Riverside Business Park, Irvine, Ayrshire, KA11 5DA	1	£5,083.00
30/11/2017	Line Rental and Business Broadband Rental for Ward 1, WGH, December 2017 to December 2018. Per Invoice 13333 attached.	1	£588.00
07/12/2017	Oricom to add the new PACC (Pennywell All Care Centre) SLC (Site Location Code) and numbering range to the SC1000 switch.	1	£85.00
09/02/2018	Oricom to add the new East Lothian Community Hospital SLC (Site Location Code) and numbering range to the Switchboard CS1000 switch.	1	£85.00
19/03/2018	To change answering machine message Invoice No: 11902 Oricom Ltd 1 Cockburn Place Riverside Business Park Irvine, KY11 5DA	1	£75.00
28/03/2018	PSTN line rental at Howden Health Centre from 1/3/18 - 28/2/19 as per invoice 120202 from Oricom limited, 1 Cockburn Place, Riverside Business Park, Irvine, Ayrshire, KA11 5DA	1	£132.00
10/04/2018	Oricom's years maintenance contract from 1st April 2018 until 31st March 2019.	1	£17,484.60
03/09/2018	Oricom Telecoms	1	£150.00
06/12/2018	Maintenance contract for telephone system in Duncan Street Dental Centre as per attached quotation. From Oricom Limited, unit 4, 2 Cunninghame Road, Irvine, Kyle Business Park, KA12 8JJ	1	£5,083.00
21/01/2019	0131 343 3409 - Line Rental and Business Broadband Rental for Ward 1, WGH, 01 December 2018 to 30 November 2019. Per Invoice 123506 attached	1	£588.00
26/02/2019	Oricom repair phone system at Ballenden House	1	£195.00
26/03/2019	To update reports to direct in to NHS Lothian via supported DNS route.	1	£95.00
01/04/2019	Samwin Operator Consoles Support & Maintenance period of cover 31.03.2019 to 31.03.2020 for Lauriston Building.	1	£17,484.60
09/04/2019	Extract list of names/numbers/detail PER SITE from the Switchboard Console Directory on to an Excel Spreadsheet.	1	£595.00
06/06/2019	Set up new queue for the new hospital and set up new number range for the new hospital with colour coding.	1	£1,550.00
06/06/2019	Set up new routing for the pagers the 77001 & 77002 + set up shortcuts on the consoles for these numbers.	1	£950.00
07/08/2019	Onsite works for direct dial telephone for the Health Visiting Room at Whitburn Health Centre.	1	£85.00
12/09/2019	New numbering range at ELCH to be applied for Operator Consoles.	1	£595.00

Order Date	Order Line Description	Ord Line Item Quantity	Ord Line Extended Price
26/09/2019	Site Location Code (SLC) to be added on ELCH new numbering range for Switchboard.	1	£595.00
04/03/2020	Lauriston Building Operator Console Maintenance (period cover 31.03.2019 - 31.03.2020).	1	£17,484.60
31/08/2020	Set up 1 new number on CS1000 and set up routing to Samwin consoles and configure 1 new queue with different colours and labels for the new DCN/RHCYP (Sick Kids) set up access for all operators to answer.	1	£1,550.00
04/11/2020	Set up 1 new numbers on CS1000 and set up routing to Samwin consoles and configure 1 new queues with different colours labels for the new Training Queue set up access for all Training Users to answer in Switchboard.	1	£1,500.00
08/12/2020	Oricom to start work to Extract the Database on the Operator Consoles at NHS Lothian, Lauriston	1	£995.00
08/12/2020	Oricom to perform a controller shutdown of the Nortel CS1k System at NHS Lothian, Lauriston	1	£1,225.00
11/01/2021	Payment for Broadband in Ward 1 for the period 1st December 2020 - 30th November 2021 as per attached invoice	1	£588.00
31/03/2021	Oricom Support Maintenance for Switchboard Consoles at Lauriston Building from 01/04/2021 to 31/03/2022 (24/7/365) - as discussed with Telecomms Manager.	1	£19,724.60
02/08/2021	NHSLothian31652 - Oricom to run commands on the operator console server to reduce the reporting time from 1 year down to 6 months this means reporting would only be available for previous 6 months.	1	£995.00
16/12/2021	Payment to Oricom for 12 month Wi-Fi network in WGH Ward 1 as per attached invoice	1	£588.00
21/03/2024	NHS Lothian Ward 1 WGH Western general Hospital Wifi	1	£757.00

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive