Request for Expressions of Interest

Provision of Contract Services for responding to Out of Hours Call Outs on the Water Distribution Networks and Wastewater Infrastructure

Connect Saint Helena Ltd is calling for Expressions of Interest from suitably qualified contractors willing to provide the services listed below on an annual contract basis.

Water and Wastewater Call-Out Services Required

To provide an emergency on-call service to Connect Saint Helena Ltd from **15:30 to 08:30 Monday to Friday** and on a **24-hour basis** on Saturdays, Sundays, Public Holidays, Christmas and New Year closure periods, and other occasions where standby arrangements are required.

The service will include:

- Responding to water main leaks and bursts on treated and raw water systems, including pipework up to 300mm diameter and associated fittings.
- Repairs to PE, PVC, copper, galvanised, ductile iron (DI) and HDPE pipework.
- Emergency repair and unblocking of sewage pipes and manholes on private properties and within Connect Saint Helena Ltd's public wastewater network.
- Accurate recording and reporting of faults and work undertaken, including GPS records and weekly submissions.

The Contractor will be required to physically respond to emergency call-outs within agreed response times and undertake repairs safely and effectively.

Expressions of Interest

Expressions of Interest are invited from suitably qualified contractors based on St Helena. Interested Contractors are invited to express interest and provide information demonstrating the qualifications and technical capability required to deliver the above services.

As part of the Expression of Interest, Contractors are invited to provide an indicative annual cost and any associated assumptions. Such information will be used to gauge market expectations and will not be considered a binding quotation or formal tender response.

The Expression of Interest should include:

- Details of previous relevant experience in water, plumbing and wastewater works.
- Company profile and qualifications/profiles of key personnel who will undertake the service.
- Details of equipment and resources available to respond to emergency call-outs.
- An indicative annual cost for providing the out-of-hours emergency response service.

Submission Requirements

The submitted Expression of Interest should include the company name, name of responsible person, address, telephone number and email address.

Expressions of Interest should be delivered to the Procurement Coordinator at Carnarvon Court, Jamestown, or emailed to tender.returns@connectonline.co.sh.

The closing date for Expressions of Interest is Wednesday, 18th November 2026 at noon.

Interested contractors may obtain further information from Paul Duncan, Water Operations Manager, Connect Saint Helena Ltd, Seales Corner, on telephone 22255 or email: paul.duncan@connectonline.co.sh.

4 November 2026