

TENDERER'S NAME:

CLOSING DATE: **Friday, 19th March 2021 by 14:30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI
STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD QUARTERS
WINDHOEK



TENDER NO: MTC06/21/O

PROVISION OF COURIER SERVICES TO VARIOUS LOCAL DESTINATIONS FOR MTC

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
EFFAISHE NGHIIDIPAA
MANAGER PROCUREMENT
WINDHOEK
CNR MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI STREET
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A. CONDITIONS OF TENDER

INVITATION TO TENDER

A.1.1 MTC hereby invites offers:

CLIENT:	MOBILE TELECOMMUNICATIONS LIMITED (MTC)
TENDER DESCRIPTION:	Provision of Courier services to various local destinations for MTC
TENDER NUMBER:	MTC06/21/O
CLOSING DATE:	Friday, 05th March 2021 by 14:30
BRIEFING MEETING:	11th March 2021, @ 10h00 am
BRIEFING MEETING LINK:	Click here to join the meeting
ADDRESS TENDER TO:	MTC Procurement, Manager Procurement
	Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street
	Olympia
	Windhoek, Namibia
ALL INQUIRIES:	Effaishe Nghiidipaa Manager Procurement Tel: +264 61 280 2019 Fax: +264 61 280 2057 Email: enghiidipaa@mtc.com.na

TENDER FORMAT

A.1.2 Tender documents must be in a sealed package as follows:

A.1.2.1 One (1) hardcopy of Complete offer to be deposited in the tender box at MTC head Office in Olympia

A.1.2.2 one (1) scanned electronic format OF **COMPLETE OFFER** to be uploaded on the MTC website

A.1.3 All documents must clearly be marked:

TENDER NO: MTC06/21/O

“PROVISION OF COURIER SERVICES TO VARIOUS LOCAL DESTINATIONS FOR MTC”

A.1.4 **ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.**

A.1.5 **ALL SOFT COPIES MUST BE UPLOADED ON THE MTC WEBSITE**

DEFINITIONS

A.1.6 In this Tender, unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

A.1.6.1 "MTC" shall mean Mobile Telecommunications Limited

A.1.6.2 "RFP" shall mean Request for Proposal (Tender)

A.1.7 This Request for Proposal is not a contract and does not create an obligation on MTC's part to purchase products / services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion.

TENDER INVITATION

A.1.8 MTC invites appropriately qualified companies to tender for the provision of courier services to various local destinations for Mobile Telecommunications Limited (MTC) for a period of 12 months.

A.1.9 This tender document shall consist of the following Appendices:

A.1.9.1 Appendix A, BEE Scorecard: This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC). The Tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone number 061 248 007, for accreditation and attach their accreditation certificate to the Tender response.

A.1.9.2 Appendix B, Non-Disclosure Agreement: This Non-Disclosure Agreement is to be completed by the Tenderer.

A.1.9.3 Appendix C – Questions template

GENERAL TENDER CONDITIONS

A.1.10 All Tender Documents must be submitted before or on the closing date and time as indicated on the cover page and be deposited in the tender box at the entrance of MTC Headquarters, Olympia.

A.1.11 No late tenders will be considered.

A.1.12 Every Tender Document page must be initialed.

A.1.13 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender.

A.1.14 MTC reserves the right to change these dates and any other dates that may appear in this Tender. Such changes will be communicated as soon as they are made.

A.1.15 Notifications to companies will be in writing to the designated liaison person nominated by the firm (refer to paragraph A.1.36 below).

A.1.16 From the submissions an evaluation will be performed highlighting a short list.

A.1.17 If deemed necessary, negotiations may be entered into with the short listed candidates.

- A.1.18 Companies that wish to tender should examine this Tender carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.
- A.1.19 All prices must be in NAD and exclusive of all taxes.
- A.1.20 MTC in its sole and absolute discretion reserves the right to:
- A.1.20.1 Reject any or all proposals, whether or not these instructions are followed.
 - A.1.20.2 Reject any submissions not complying with the specified format.
 - A.1.20.3 Award the contract based solely on a proposal received without entering into any further discussions.
 - A.1.20.4 Short list candidates.
 - A.1.20.5 Not base the final decision solely on price.
- A.1.21 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the Tender.
- A.1.22 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the Tender, MTC may automatically disqualify the company from the tender process.
- A.1.23 MTC will make its decision based on the quality of the information contained in the offers received and no opportunity will exist for any company to enhance such information after closing date and time of the Tender.
- A.1.24 It is important to clearly note down any assumptions made in the submitted offer so that each submitted offer may be evaluated fairly against all other offers received.
- A.1.25 This Tender outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting an offer.
- A.1.26 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced.
- A.1.27 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the Tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this Tender or the tenderer has acted fraudulently and or in bad faith.
- A.1.28 Any restriction imposed upon any such Tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- A.1.29 MTC may accept any Tender in part or wholly with no obligation to explanation whatsoever.
- A.1.30 Tenderer shall be a Juristic Entity with valid Company Registration documents, in terms of the laws of the Republic of Namibia or country of origin. Tenderers who fail to prove that they are a juristic entity shall be disqualified.

GENERAL EVALUATION CRITERIA

- A.1.31 Proposals will be evaluated by MTC using criteria in the Tender and as per the relevant questions asked. These categories are not necessarily listed in order of importance:
 - A.1.31.1 Price competitiveness, including any price discount provided in the proposal.
 - A.1.31.2 Project completion schedules and lead times proposed.
 - A.1.31.3 Warrantee conditions and handling of claims.
 - A.1.31.4 Availability of references from other customers and reputation of tenderer.
 - A.1.31.5 Availability of infrastructure for after sales support, both local and international.
 - A.1.31.6 Compliance with local and international standards.
 - A.1.31.7 Certification and accreditations.
 - A.1.31.8 Value added to MTC.
 - A.1.31.9 The financial condition and trading record of the tenderer (Company profile, bank rating of tenderer etc.)
 - A.1.31.10 Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC or any other recognised BEE accreditation agency should be submitted to prove the BEE credential):
 - Alternatively, shareholder names and certificates must be attached.
 - Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.
- A.1.32 The Tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.
- A.1.33 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to this regulation must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

SUMMARY OF DEADLINES

ACTION	DUE DATE
TENDER DOCUMENTS AVAILABILITY:	05 March, 2021
SUBMISSION OF QUESTIONS:	15th March, 2021
MTC RESPONSE TO QUESTIONS:	16th March, 2021
TENDER CLOSING DATE:	19th March, 2021; 14:30

QUESTIONS & ANSWERS

- A.1.34 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before 15th March 2021. Only questions submitted in the questions template as per Appendix C will responded to.
- A.1.35 All questions and answers thereto will be uploaded on the website by the 16th March 2021.

A.1.36 Communication between MTC and prospective companies, for the duration of this Tender, must only be through Ms E. Nghiidipaa @ 061 280 2019 or enghiidipaa@mtc.com.na. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

TENDERER’S DESIGNATED LIASON

A.1.37 Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

CONTACT NAME:	
DESIGNATION:	
TELEPHONE:	
FAX:	
EMAIL:	
SIGNATURE:	

REFERENCE LIST (PREVIOUS COMPLETE PROJECTS)

ITEM	COMPANY NAME	CONTACT PERSON	CONTACT DETAILS	YEAR OF SERVICE
1				
2				
3				
4				
5				

SUCCESSFUL TENDERER’S PERFORMANCE MANAGEMENT

A.1.38 The successful Tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.

A.1.39 The performance reviews will amongst others cover the following issues:

A.1.39.1 **Reliability:** How reliably do you follow through on your commitments to MTC?

A.1.39.2 **Cost:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?

- A.1.39.3 **Order Accuracy:** How well did the product/service delivered matched your order specifications and quantity?
- A.1.39.4 **Delivery / Timeliness:** How satisfied is the appraiser about the timeliness of the product/service delivery?
- A.1.39.5 **Quality:** How satisfied is the appraiser about the quality of the product/service provided by your company?
- A.1.39.6 **Documentation Accuracy:** Does your company present its all and correct documents with its deliveries?
- A.1.39.7 **Personnel:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
- A.1.39.8 **Customer Support:** How satisfied is the appraiser about the customer support she/he received from your company?
- A.1.39.9 **Responsiveness:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

DECLARATION OF INTEREST FORM

Any deliberate omission in this declaration or the supplying of false information will be regarded in a serious light and may lead to an investigation and disqualification of the tender process.

Tenderer Name:		Tender #:	
Description of Tender:			

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

I herewith declare that I have/am related – i.e. spouse (also fiancé or boyfriend/ girlfriend), parent, child, any other relation with the following MTC Employee(s)/ Member(s) of Management/ Board of Directors: *

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

CONFIRMATION OF FACTUAL INFORMATION

I confirm by signing this declaration that, to the best of my knowledge, the statements made above are factual and accurate and that I have taken note of all the sections. *

Full Name:	Signature:	Date:
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* Please initial in each box where applicable.

TENDER PRICES

- A.1.40 Tender prices shall be quoted in Namibian Dollar, the legal currency in use in the Republic of Namibia.
- A.1.41 No change in the submitted tender price shall be countenanced after receipt and before award of Tender.

VALIDITY OF TENDER AND ACCEPTANCE

- A.1.42 The MTC is not bound to accept the lowest or any Tender nor to give any reason for the rejection of a Tender, nor shall they be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his Tender.
- A.1.43 Tenders remain open for acceptance for a period of ninety (90) days as from the closing date of the Tender.
- A.1.44 MTC reserves the right to ask for extension of the validity without any change in the prices.
- A.1.45 MTC shall not entertain price variations due to any currency fluctuations for the submitted offer during its validity period.
- A.1.46 After submission and before decision, no interviews dealing with the subject shall be answered by MTC. Tenderers may, however, be called upon to clarify aspects of their Tender at the discretion MTC, and supply further information requested and necessary to assess the Tenders.
- A.1.47 The successful Tenderer will be advised by the MTC to this effect by letter through the mail or by telegram or by fax and in such case the Post Office shall be regarded as the agent of the Tenderer and delivery of such acceptance to the Post Office shall be treated as delivery to the Tenderer.
- A.1.48 In the event that the Tenderer submits his proposal together with a technical partner whether local or foreign, MTC reserves the right to require that both the Tenderer and the Technical Partner conclude the Contract.
- A.1.49 The successful Tenderer shall provide at his own expense all the necessary revenue stamps for the Contract as required by Law in Namibia.
- A.1.50 After the signing of the Contract Documents by MTC and the successful Tenderer a duplicate copy shall be handed over to the latter.
- A.1.51 The MTC reserves the right to adjust arithmetical or other errors in the Tender. Any adjustments made to a Tender will be stated to the Tenderer prior to the acceptance of the Tender.

AMENDMENT OF TENDER DOCUMENTS

- A.1.52 At any time prior to the last date of submission for offers, MTC may, for any reason, whether at its own initiative or in response to a clarification requested by a Tenderer, modify the documents by amendment.
- A.1.53 The amendment shall be notified to all the prospective Tenderers in writing and these shall be binding on them.
- A.1.54 MTC may extend the last date of submission required as a result of such amendment.

DETAILS CONFIDENTIAL

- A.1.55 Tenderers shall treat all aspects pertaining to this tender as confidential and shall not disclose details to third parties except for bona fide tendering purposes.

LEGAL ASPECTS

- A.1.56 Unless in special cases the MTC agrees to the contrary, the laws of the Republic of Namibia shall be applicable to each contract created by the acceptance of a tender and each Tenderer shall indicate a place in Namibia and specify it in his tender as his domicilium citandi et-executandi where any legal process may be served on him.
- A.1.57 Each Tenderer shall bind himself to accept the jurisdiction of the Courts of Law of the Republic of Namibia.
- A.1.58 Each foreign Tenderer shall state in his tender the name of his accredited agent in the Republic of Namibia in whom the necessary legal competence is vested and who has been duly appointed to sign any contract.
- A.1.59 A foreign company may tender on condition that, should it be informed by the MTC that its tender has been successful, it registers as a company and taxpaying entity in the Republic of Namibia prior to the signing of the Form of Agreement or within such extended time as may be allowed by the MTC.
- A.1.60 The Bidder should be an original equipment manufacturer (OEM) or authorized partner of OEM for supply of the equipment, licenses, solution implementation and maintenance support. Letter of confirmation from OEM must be submitted.
- A.1.61 The bidder is only allowed to submit one offer, either individually or in a partnership. Bidders submitting more than one offers will automatically be disqualified.

- A.1.62 One Bidder can bid only with one OEM and similarly one OEM can bid with only one Bidder. Letter of confirmation from the Bidder and OEM is required. Bidders with letters from the same OEM will automatically be disqualified.

DISQUALIFICATION OF TENDERERS

- A.1.63 The offer of any Tenderer, which does not conform to the Conditions of this Tender and the instruction reflected in the Tender, may be disqualified at the discretion of the MTC.

NOTICE (S) TO TENDERS

- A.1.64 Additional information and amendments to the tender documents will be conveyed to the Tenderers by the MTC or his agents, prior to the closing date of the tender, by means of Notices to Tenderers. Receipt thereof shall be acknowledged immediately to the sender by email and shall also be submitted together with the Tender Document with tender closure.

LANGUAGE

- A.1.65 All offers shall be submitted in the English language.

ADDITIONAL CONDITIONS OF TENDER

- A.1.66 **Good Standing in terms of the Social Security Commission Act**
Tenderers shall provide Original certificates of good standing in terms of the Social Security Commission Act.
- A.1.67 **Good standing with Inland Revenue Office**
Tenderers shall attach a valid Original Tax Good Standing Certificate.
- A.1.68 **Company Registration Certificate**
Tenderers shall attach a valid copy of his/her Company Registration Certificate or proof of Defensive Name issued in terms of Section 7 of the Companies Act of 1973 (Act 61 of 1973) OR a Close Corporation Certificate issued in terms of Act 26 of 1988.
- A.1.69 **Letter of Intent**
Letter of Intent to be provided by financial institution with the Tender to confirm that a Performance Guarantee will be issued after award of the Tender.
- A.1.70 **Shareholding**
Tenderers shall attached shareholders certificates clearly indicating the shareholding structure of the company tendering

TERMS OF REFERENCE

1 SCOPE OF WORK

This service covers pickups and courier services on behalf of MTC as and when required. The successful courier company would provide a door to door pick up and courier services, to all Namibian towns and townships.

2 TECHNICAL SPECIFICATIONS

The technical proposal must at least highlight the following aspects:

- Overnight courier services to and from Windhoek to and from various destinations in Namibia via road.
- Same day freight delivery to and from MTC warehouse (Windhoek, Prosperita) to various destinations in Windhoek
- Pick-up delivery turnaround time of urgent documents.
- Delivery time of important documentation to MTC e.g. POD's and invoices.
- The tenderer's key account manager for MTC
- Handling procedure for highly sensitive and valuable items like MTC's recharge vouchers, starter packs, radio equipment etc., within Namibia
- Handling procedures for MTC customer complaints and claims
- Parcels tracking and tracing system
- Availability of trucks for transport of large equipment to requested destinations within one hour after request.

3 PRICING AND DOCUMENTATION

- Where possible, the pricing should be quoted per kilogram or volumetric kilogram
- Clear pricing structure for MTC for different weights to different destinations

4 CONTRACTOR'S LIABILITY AND INSURANCE

The Contractor shall be responsible for any loss of or damage to MTC's property for such time as the said MTC's properties is under his care and control. The Contractor shall also be responsible for damage to or loss of other property and for any death or bodily injury which may arise as a result of or in the cause of carrying out of the Services. The Tenderer shall provide the minimum insurance cover per parcel.

5 SUB-CONTRACTORS

- In the event of the Tenderer proposing to employ the services of one or more Sub-contractors, the names(s) and address(es) of such Sub-Contractors and the extent to which the Tender will be sub-contracted, must be clearly indicated.
- It must be understood that in the event of being awarded a Contract, the Tenderer shall be fully responsible for the actions and work performance of his Sub-contractor(s).

6 CAPACITY

The Tenderer should indicate its capacity to handle a tender of this magnitude by clearly indicating the number and type of vehicles owned.

7 STORAGE AND SECURITY

The Tenderer should indicate how they ensure proper storage and maximum security for parcels in transit.

8 PICK-UP SCHEDULE (WINDHOEK)

The Pick-up schedule is as follows:

Pickup address	Pickup Frequency	Pickup Time	Notes
MTC Warehouse, Prosperita	Daily – with 2 dedicated drivers	08h00 12H00 16H30	Pickup at 08h00 daily and on special request (Special Request is only in special cases if we need more than the daily requests and if we see there is an increase in cargo, and an additional pick-up is needed). Pick up at 12H00 daily must be delivered the same day and another pick up is at 16h30 daily
MTC Technical Warehouse	On request	On request	Open truck loading from side up to 4 tons depending on the technical nature of dispatch. Pick up on special request
Repair Centre, Prosperita	Daily	8h:00 11h00 15h00	08h00 daily delivery in the morning (delivering stock picked up from mobile homes the previous afternoon) Pick up at 11h00 to be delivered the same day at all Mobile Homes, another pick up is at 15h00
MTC Headquarters Reception, Olympia	Daily	14H00	Pick up at 14h00 daily
Key accounts and Corporate Accounts	Daily	8h00 and 12h00	Special agreement to deliver to client and return POD's
Emergency pickups	Ad hoc		The pickup address provided by the requester
Commercial Department, Head Office, Olympia	Monthly	To be advised on ad hoc basis	Cell chat booklets

9 PRICE SCHEDULE

Note that when quoting, all couriers from below destinations are destined to Windhoek. (Eg. Mobilehome Oranjemund to Windhoek)

Item	Destinations	Per Kg	Rate	Vat	Total
	Windhoek:				
2	Mobilehome Wernhill Main				
3	Mobilehome BPI				
4	Mobilehome Klein Windhoek				
5	Mobilehome Maerua Mall				
6	Mobilehome Maerua Mall Express				
7	Mobilehome Hosea Kutako Airport				
8	Mobilehome Wernhill Express				
9	Mobilehome Katutura				
10	Mobilehome Olympia				
	Various Towns:				
11	Mobilehome Oranjemund				
12	Mobilehome Keetmanshoop				
13	Mobilehome Gobabis				
14	Mobilehome Luderitz				
15	Mobilehome Ondangwa Express				
16	Mobilehome Ondangwa				
17	Mobilehome Oshikango				
18	Mobilehome Oshakati Express				
19	Mobilehome Oshakati				
20	Mobilehome Outapi				
21	Mobilehome Katima Mulilo				
22	Mobilehome Rundu				
23	Mobilehome Tsumeb				
24	Mobilehome Otjiwarongo				
25	Mobilehome Walvis Bay				
26	Mobilehome Swakopmund				

- MTC must be able to do Online capturing/printing of waybills and labels (automatic to stick to the boxes)The successful courier should provide MTC with the labels and label printers without additional cost to MTC. All pick up points should be able to complete waybills online in real time web base
- Receive PODs online and this should be web based. Without additional cost to MTC and no additional license cost.
- MTC have various accounts for local courier service, MTC should be invoiced per account. Example - Mobile Homes, Repair Centre, CTW Technical and Olympia all on accounts.
- Unique waybill numbers- MTC should have the option to link Job numbers or order numbers to the waybills
- Should be able to use Job number as a reference in case of repairs.
- Ensure MTC has secure dispatch and delivery. MTC may suggest or implement new security measures together with the courier company at no additional costs
- Invoice should be submitted on softcopy every 2 weeks and verification on line must be available.
- Waybill tracking on line should be available for MTC on daily basis – MTC must be able to log in and do tracking web based.
- Additional scale's at 3 different points if needed at no additional cost to MTC
- Monthly Reports should be available with the KPI's of courier should also be included
- Reports of delivery per week per month: Criteria of Delivery on time/ Delivery's failed and outstanding POD's
- Monty Excel report based on report with the example information available as per table

10 INSURANCE

- MTC requires goods in transit (GIT) insurance sufficient to cover the electronic equipment (cellphones and other telecommunication equipment) transported by MTC per load.
- Claims should be on a basis of actual loss, hence sufficient GIT cover

ZONES AND TRANSIT TIMES

Zone Chart:

The Tenderer shall submit Average Transit Time in Business days for destinations as outlined below:

Destination	In Transit Time	Destination	In Transit Time	Destination	In Transit Time
Arandis		Karibib		Oranjemund	
Aranos		Katima Mullilo		Oshakati	
Ariamsvlei		Keetmanshoop		Otavi	
Aroab		Khorixas		Otjiwarongo	
Aus		Koes		Outjo	
Berseba		Kombat		Rosh Pinah	
Goageb		Leonardville		Rundu	
Gobabis		Luderitz		Stampriet	
Gochas		Maltahohe		Swakopmund	
Grootfontein		Mariental		Tses	
Grunau		Okahandja		Tsumeb	
Henties Bay		Omaruru		Usakos	
Karasburg		Ondangwa		Walvis Bay	
Kamandjab		Opuwo			