

# Questions and Answers shared the 30<sup>th</sup> April, 2025

Ref: DCA Travel Agent Contract /1882

Tender Notice published: 10.04.2025

Deadline for submitting Questions to DCA is 5<sup>th</sup> of May 2025

## Online QA session the 23.04.2025

Question:	Answer:
When is the deadline for Questions?	All deadlines and planned timetable for the process is stated in the tender document article A 2. Deadline for submitting questions to DCA is the 5 <sup>th</sup> of May.
Do DCA have a Travel Agency account for payments?	No, DCA does not have a Travel Agency account. DCA receives an invoice for every travel booking and receives a monthly Bank Statement of the total booking and costs of that month, from which one monthly transfer is made to the Travel Agent.
Can DCA pay with a Credit card	No, DCA cannot pay with a Credit card.
What do DCA mean by Subcontractor	Subcontractors are companies or people hired by the contractor/Travel Agency to do specific tasks or services in their area of expertise on behalf of a Contractor. In this case the Travel Agent.
Regarding the online self-booking system for travel in Europe, does DCA prefer a user-friendly system over a more complicated system for better results?	The online self-booking system for travel in Europe is preferred to be user-friendly over complicated with many features. At the moment, DCA is not making use of such a system, and it will require user-friendliness and easy accessibility for staff to use it. DCA prefers a user-friendly system, but maybe in time new features can be added.
Are DCA staff only travelling to and from the HQ in Denmark and is DCA making use of other local Travel agencies.	Many travels are to and from Denmark, but DCA staff are also traveling between Country Offices and domestic. Some DCA Country Offices use local travel agents to book domestic trips.
Can the Travel Agent also offer a different fee option different to the fee-based set-up in Annex 3?	For DCA to evaluate proposed prices/costs correctly and fairly, Annex 3 must be filled. However, if the travel agent find that cost can be charged in a more cost efficient way, this can be suggested and added as an alternative.
On the Annual Account Management fee in Annex 3, is the Travel Agent required to provide an annual fee or can cost be based on a monthly fee?	It is up to the Travel Agent whether to bid a monthly or annual fee. However, if a monthly fee is proposed this must be stated clearly.
<b>Annex 1, section 3.2 d.</b> DCA writes 30 kg of luggage. The standard for luggage is 23 kilo. Is it okay if the standard is set to be 23 kg	Yes, min. 23 kg as standard luggage is accepted.



Can you explain what you mean with 19 hotel bookings in 2024?	The Travel Agent has made 19 bookings of hotels in 2024. DCA does not make much use if booking hotels via the Travel Agent as our Country Offices often have Framework contracts with local hotels or Guest houses, or travellers book hotels themselves.
DCA want to reduce the carbon footprint. Does that mean that DCA will reduce flights	<p>DCA have a strong focus on climate and climate change, thus we must also look at ourselves and naturally we aim to reduce our carbon footprint. This is set for 46,2% by 2030, but focussing on several areas of reduction such as energy consumption (electricity / heating), fuel consumption, shifting to renewable energy sources, and reducing emissions from travel.</p> <p>Reducing our carbon footprint when we travel is one of the measures we are looking at, but given the nature of DCAs work, staff must travel – also moving forward. Since corona travels has already been reduced significantly.</p> <p>For flights, DCA is not only looking at reducing no. of flights, but also looking at ways of ensuring that the flights we do book, are the most climate friendly. Thus, we have included, in section 3.2.c of the TOR, a request that ticket quotes include a 'low CO2 emission' factor, which enables travellers to book flights with lower emissions.</p>
<p>Does to the stop of US Funding mean there will be less travels in future or will it stay the same.</p> <p>Can we please receive some figures on consumption in 1<sup>st</sup> quarter of 2024 vs 2025, with your comments on the discrepancies.</p>	<p>DCA can't predict the future and can't provide an answer to that question. We can say that US funding in 2024 was app. 14 % of our total funding, but we do not know how that looks for 2025, 2026 etc. yet. Most of the paused US projects are up and running again, some are not, and we do not know what happens in the future.</p> <p>DCA have a quite diverse funding landscape and are good at finding new donors, but again, we can't predict the future, and can't predict how the US funding will affect future travels.</p> <p>In 1st quarter of 2024 DCA had 491 Travels and in the 1st quarter of 2025 DCA had 210 travels. Because of the US 90 days funding pause which started in January 2025, this figure is NOT representative of what our travel activity will be in future.</p>
Are DCA using personal travel Bonus Point from the airlines.	No, DCA is not doing that now and we are missing out on cutting costs. We would like to find a system for this in the future, but it will require development of guidelines, set-up with travel agent and GDPR compliance.
Is the packages travel included in the flight statistics.	No, the flight statistics do not include packages travel.
How many packages travels is there approx. every year and who, where, how many and what are the ages.	App. 8-10 packages travel per year, and almost all are for schools or folk-high schools. The primary age groups are primarily in the ages of 15-17 and 18-20 years old. Countries are primarily Malawi,



Shall the travel agency assist with visas?	Zambia, Cambodia, Nepal and Palestine (travels to Palestine are naturally not carried out at the moment). One school trip could be up to 30 students. In 2024 we had a total of 160 students taking part in 8 different package tours taking place in Nepal (2), Cambodia (3), Malawi (1) and Zambia (1). The length and format differ a bit but in average the average amount for a package tour per person is approximately 15.000 DKK for a 10–12-day trip. With regards to DCAs need for visa assistance it's not a requirement. It is the school's own responsibility to obtain the required visas, but it would be nice if the travel agent could assist with some knowledges on visa in the specific country.

## Additional Questions:

Question:	Answer:
Does DCA receive invoices in EAN – OIOBUL format or is DCA planning to do so?	No, DCA do not receive invoices in EAN. Maybe further into the future DCA will switch to EAN.
There is no field in the Tender Submission Form indicating a price pr. online request/booking (Annex 3), is this a mistake?	If the Travel Agent charges a fee(s) which is not listed in Annex 3, the fee(s) must be added to the table (last part of the table) under the section named 'Travel Agent to insert any other fee/costs not mentioned above'.
Regarding subcontracting, can the 24/7 helpdesk solution be outsourced to a subcontractor? Would you consider this in conflict with the clause set in A.11?	<p>If the subcontractor is equally qualified as the travel agencies travel consultants and do write and speak fluent English (Danish) then DCA can accept that the 24/7 helpdesk solution can be outsourced to a subcontractor.</p> <p>DCA is aware that smaller parts of travel agents work is already subcontracted – like the 24/7 helpdesk. If this is the case, bidders are encouraged to still provide a bid, and explain how the task is sub-contracted, how quality, service and communications is still maintained, and what the advantages are.</p>
Regarding subcontracting, would it be allowed to subcontract the DCA account management to a third party? Would this conflict with the clause set in A.11?	This will not be allowed. DCA consider this to be a substantial part of a Travel Agent Contract and will not accept such a set-up.
Please specify which customer references, ie. cost center numbers, employee numbers, will be needed on invoices and in statistics.	The requirements to information in invoices and for statistics is stated in the tender dossier in Annex 1 TOR. It's found in section 3.3.c. and 3.4.1.



<p>In the Tender Submission Form most prices are to be quoted in pr. booking reference. What is meant per Price pr booking reference eg. Per return ticket?</p>	<p>We mean per total booked ticket, unless it falls under group travel. E.g. A one-way ticket can have 3 legs with 3 different airlines, but it's one ticket which is charged one booking fee.</p> <p>For group travel (10 or more people travel together) the travel agent will charge one 'group travel fee' for the booking.</p> <p>If the travel agent has comments to this, please add it to the technical proposal (The Organisation and Methodology Annex)</p>