



Republic of Kosovo
Republic of Kosovo - Republic of Kosovo
Government - Vlada - Government
Ministria e Industrisë, Ndërmarrësisë dhe Tregtisë
Ministarstvo Industrije, Preduzetništva i Trgovine
Ministry of Industry, Entrepreneurship and Trade
Kosovo Investment and Enterprise Support Agency (KIESA)

GRANT SCHEME

Application Guidelines: Public Call for Support to Micro, Small and Medium Enterprises (MSMEs) for Digitalization Services – Digital Empowerment Initiative.

Contracting and implementing authority: The Ministry of Industry, Entrepreneurship and Trade (MINT), respectively the Kosovo Investment and Enterprise Support Agency (KIESA) in cooperation with the project "Enabling Income Generation for the Poor" (EnInGeP) from Austrian Development Cooperation and implemented by CARE and ECIKS.

1. Introduction

Kosovo based companies are invited to be part of digitalization grant scheme - Digital Empowerment Initiative (DEI) and benefit from subsidized digitalization services

2. Purpose

DEI aims to support enterprises in digital transformation, with the aim of increasing performance, competitiveness and access to local and international markets.

3. Financial Support provided by MINT/KIESA

Total project amount is €150,000.00. The contracting authority reserves the right not to distribute all available funds. Grants will be divided into the following categories:

- 80% subsidy for micro companies up to 9 employees
- 70% subsidy for small companies from 10 – 49 employees
- 60% subsidy for medium companies from 50 – 249 employees

4. Digitalization services and size of the grant (you can apply only for one specific service)

- Digital Marketing - maximum grant: 2,500€
- Human Resources through licensed platforms - maximum grant: 2,000€
- E- Commerce platforms - maximum grant: 3,500€
- Client Relation Management (CRM) and Enterprise Resource Planning (ERP) - maximum grant: 2,500€
- Various automation and optimization software - maximum grant: 4,000€

5. Documents required according to the Administrative Direction 01/2018

- The business registration certificate with all accompanying information in accordance with the applicable legislation of the Republic of Kosovo.
- The fiscal number certificate (does not apply to businesses that have both the business registration number and the fiscal number on a single certificate).
- A tax clearance certificate proving that the applicant has no outstanding tax debts or other tax obligations, or is in an agreement with the Tax Administration of Kosovo (TAK) for debt repayment.
- The employee list for the year 2024, issued by TAK, including the name of the applying business in accordance with the Unique Identification Number (UIN) (this can be obtained online from the TAK website). Based on this list, MSMEs will be categorized and evaluated, including scoring for female employment. Businesses registered during 2024 and 2025 must provide the employee list from the time of registration.
- A copy of the ID card(s) of the person(s) in whose name the applicant is registered.
- Proof from the applicant that the business is not under bankruptcy or judicial administration, issued by the Basic Court – the original document is required and must not be older than 30 days. This document can be obtained from the Commercial Court of Kosovo.
- Proof of an active bank account in the name of the applying business at one of the banks licensed by the Central Bank of Kosovo. The proof must be within the application opening period.
- The bank account statement in the name of the applying business for the last year (2024). This does not apply to newly established applicants.
- A sworn statement that the applicant has not received funds from other sources for the same activities (the declaration must be downloaded from the KIESA website, filled in with the business information, and uploaded to the e-Kosova system).
- A sworn statement confirming that the applicant has fulfilled all obligations from previous financial support, if they have benefited from public funding sources from MINT in the last two years (must be downloaded from the KIESA website, completed with business information, and uploaded to the e-Kosova system).
- The project proposal, which includes: the purpose, project activities, financial cost, implementation timeline, organizational structure of the applicant, impact on the company's performance, and the application of renewable energy and green economy, must be downloaded from KIESA's website, prepared by the applicant, and uploaded to the e-Kosova platform.
- The application must be completed online on e-Kosova system.

Clarification: In the absence of any of the documents required above, the applicant entities will be disqualified and will not be considered for evaluation.

6. Duration

The planned duration of the project cannot exceed eight (8) months from the signing of the contract between the two parties (unless otherwise provided for by conditions of the contract or the monitoring committee report).

7. CLARIFICATIONS

- Applications can be completed in Albanian, Serbian, or English.
- The beneficiary enterprise, after receiving the service from the service provider, is obliged to pay the provider the full amount according to the classification of the digital service. Afterwards, the beneficiary enterprise will be reimbursed based on points 3 and 4 of this guideline.
- MSMEs that benefited from the previous digitalization support scheme (IFD) in 2024 are not eligible to benefit from this scheme.
- Since this grant scheme offers services in the field of digitalization and is co-financed by the donors, all enterprises are eligible to apply, regardless of whether they have benefited or will benefit from other KIESA grant schemes during 2025.
- If the enterprise is selected as a beneficiary, a bilateral agreement will be signed, which will include the declarations made during the application process.
- A change in the digitalization service can only be made in coordination with and with the approval of the diagnostic consultant.
- Enterprises that are ranked highest by the evaluation committee, depending on the planned funds, will be selected as beneficiaries.
- The business activity of the enterprise cannot be changed after the opening of this public call.
- The list of evaluated enterprises will be published on the MINT/KIESA website.
- Enterprises whose primary and secondary activity is in the trade sector are not supported.

8. How to apply ?

- The public call notice is published on the official website of MINT and KIESA:
 - <https://mint.rks-gov.net/> <http://kiesa.rks-gov.net/>
- The application is made only through the e-Kosova platform <https://ekosova.rks-gov.net/677>.
- Application deadline: from 04.09.2025 to 24.09.2025.
- **Additional information** can be obtained via email address: sme.kiesa@rks-gov.net

9. Evaluation criteria

Evaluation criteria are divided in two parts: Sector criteria and social criteria.

Sectoral Criteria: Priority will be given to manufacturing enterprises, those that export or have export potential, and those that create new jobs. The maximum number of points that can be earned is 50 points. The minimum required is 22.5 points. Sector: Manufacturing (20 points) | Services (15 points) | Export (up to 10 points) | Employment (up to 20 points).

Social Criteria: Priority will be given to enterprises that will have an impact on the employment of women (up to 10 points), the poor (up to 10 points), and minorities (up to 6 points). Priority will also be given to enterprises owned by women (9 points), minorities (4 points), those using

renewable energy tools or methods (5 points), and those operating in underdeveloped regions (up to 6 points). The maximum number of points is 50. The minimum required is 11 points.

10. complaints

After the publication of preliminary results, applicants can address complaints within deadline foreseen in UA 01/2018, on e-Kosovo platform.

Note:

If the information provided in this application is found to be inaccurate, the payment will not be executed to the entity, and the latter will be held responsible for all consequences, in accordance with the applicable legislation in force.