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**Co-ordination of Research Policies
with the Western Balkan Countries**



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**D8.48 / 2: Report on the mapping of the WBC
Innovation infrastructures**

Bosnia and Herzegovina

Table of Contents

1	INTRODUCTION.....	4
2	KEY FUNDING ORGANISATIONS AND INSTRUMENTS.....	6
1.1	KEY NATIONAL MINISTRIES	6
1.1.1.	STATE-LEVEL MINISTRIES	6
	MINISTRY OF CIVIL AFFAIRS OF BOSNIA AND HERZEGOVINA (MCA)	6
	MINISTRY OF FOREIGN TRADE AND ECONOMIC RELATIONS OF BOSNIA AND HERZEGOVINA (MOFTER), DEPARTMENT FOR ECONOMIC DEVELOPMENT AND ENTREPRENEURSHIP.....	7
1.1.2.	ENTITY-LEVEL MINISTRIES.....	8
	FEDERAL MINISTRY OF DEVELOPMENT, ENTREPRENEURSHIP AND CRAFTS (FMRP)	8
	FEDERAL MINISTRY OF EDUCATION AND SCIENCE (FMES).....	9
	MINISTRY OF EDUCATION AND CULTURE OF REPUBLIC OF SRPSKA.....	10
	MINISTRY OF INDUSTRY, ENERGY AND MINING OF REPUBLIC OF SRPSKA (MIER), DEPARTMENT FOR SME, PRODUCTION, MANUFACTURING AND IT	11
	MINISTRY OF SCIENCE AND TECHNOLOGY OF REPUBLIC OF SRPSKA	11
1.2	KEY NATIONAL AGENCIES	12
	AGENCY FOR DEVELOPMENT OF SMALL AND MEDIUM-SIZED ENTERPRISES IN REPUBLIC OF SRPSKA (RARS)	13
	FOREIGN INVESTMENT PROMOTION AGENCY OF BOSNIA AND HERZEGOVINA (FIPA)	14
	INSTITUTE FOR INTELLECTUAL PROPERTY OF BOSNIA AND HERZEGOVINA (IPR)	15
1.3	KEY PROGRAMMES AND INSTRUMENTS.....	16
	BUSINESS INNOVATION PROGRAMME (BIP)	16
	COMPETITIVE REGIONAL ECONOMIC DEVELOPMENT (CREDO)	17
	ENHANCING SMALL AND MEDIUM ENTERPRISE (SME) ACCESS TO FINANCE PROJECT OF THE WORLD BANK.....	18
	INSTRUMENT FOR PRE-ACCESSION ASSISTANCE (IPA).....	18
	OPEN REGIONAL FUND FOR FOREIGN TRADE PROMOTION IN SOUTH-EAST EUROPE (ORF).....	19
	TURN-AROUND MANAGEMENT AND BUSINESS ADVISORY SERVICES PROGRAMME BiH (TAM/BAS)	21
	USAID BOSNIA AND HERZEGOVINA.....	22
	WESTERN BALKANS INVESTMENT FRAMEWORK (WBIF)	25
	7TH FRAMEWORK PROGRAMME FOR RESEARCH AND TECHNOLOGICAL DEVELOPMENT (FP7)	25
3	KEY INNOVATION INFRASTRUCTURES.....	27
3.1	TECHNOLOGY/INNOVATION CENTRES (TICS).....	27
	AGRIBUSINESS E-BIZ CENTRE.....	27
	ARTECO WOOD TECHNOLOGY CENTRE	28
	CENTRE OF ADVANCED TECHNOLOGIES (MTTC)	28
	ENTREPRENEURSHIP AND INNOVATION CENTRE AT THE UNIVERSITY OF ZENICA (CIP UNZE)	29
	INNOVATION CENTRE BANJA LUKA (ICBL)	30
	RESEARCH INNOVATIVE TECHNOLOGY CENTRE (RITC)	31
	TECHNOLOGY AND DEVELOPMENT CENTRE OF TECHNOLOGICAL BUSINESS PARK BANJA LUKA... ..	32
3.2	CLUSTERS	32
	AUTOMOTIVE CLUSTER BiH (AC - BiH).....	33
	FORESTRY AND WOOD TECHNOLOGY ORGANIZATION IN BOSNIA AND HERZEGOVINA (INTERFOB BH).....	33
	WOOD AND FURNITURE CLUSTER DRVO BANJA LUKA	35
	WOOD AND FURNITURE CLUSTER DRVO PRIJEDOR	36

WOOD CLUSTER ASSOCIATION BOSNIA AND HERZEGOVINA (WC-BIH).....	37
3.3 TECHNOLOGY AND SCIENCE PARKS	37
TECHNOLOGICAL BUSINESS PARK BANJA LUKA (TBPBL).....	38
TECHNOLOGY PARK LTD. MOSTAR (TP MOSTAR)	39
3.4 BUSINESS START-UP CENTRES/ TECHNOLOGY INCUBATORS	39
AGRO-INCUBATOR ŽEPČE.....	40
BOSPER (BOSNIAN PERSPECTIVE IN AGRICULTURE).....	41
BUSINESS AND ENTREPRENEURIAL CENTRE - INCUBATOR "LIPNICA" TUZLA.....	42
BUSINESS INCUBATOR IN BRČKO	43
BUSINESS INCUBATOR JABLANICA	43
BUSINESS INCUBATOR PRIJEDOR.....	44
BUSINESS INCUBATOR SARAJEVO.....	45
BUSINESS INCUBATOR TREBINJE	46
BUSINESS INCUBATOR ZAVIDOVIĆI.....	46
BUSINESS INCUBATOR ZENICA	47
BUSINESS INCUBATOR ZEPCE	49
BUSINESS INNOVATION AND TECHNOLOGY CENTRE TUZLA.....	49
BUSINESS START-UP CENTRE ZENICA (BSC ZENICA).....	53
INTERNATIONAL BUSINESS CENTRE MOSTAR.....	53
NBR BUSINESS INCUBATOR.....	54
NGO KRAJINA - BUSINESS INCUBATOR BANJA LUKA.....	55
UNIVERSITY ENTREPRENEURSHIP CENTRE, BANJA LUKA UNIVERSITY	56
3.5 OTHER RELATED ORGANISATIONS	57
ASSOCIATION OF THE INVENTORS OF BIHAC.....	57
ASSOCIATION OF THE INVENTORS OF REPUBLIC OF SRPSKA.....	58
CITY DEVELOPMENT AGENCY OF BANJA LUKA (CIDEA)	58
INVENTORS ASSOCIATION OF BOSNIA AND HERZEGOVINA (SIBIH)	60
LINK ASSOCIATION	60
REGIONAL DEVELOPMENT AGENCY FOR HERZEGOVINA (REDAH).....	62
THE DEPARTMENT OF ECONOMIC DEVELOPMENT, SPORT AND CULTURE OF BRČKO DISTRICT	65
4 LIST OF REFERENCES.....	66
5 LIST OF ACRONYMS.....	70
6 LIST OF AUTHORS AND CONTRIBUTORS	73

1 Introduction

Innovation is understood as activities resulting in the successful implementation of creative ideas that result in the improvement of technology, services, goods, etc. with a positive impact on a society.

Since innovation is also considered a key driver of the economy, especially when it leads to a competitive advantage or increasing productivity, innovation policy is being shaped at the national level. Research institutions are considered as main carriers of innovation activity while private sector takes over the implementation and commercialisation of the innovative ideas in the form of products.

These are the main actors that form the innovation system of the country. In line with this, framework conditions regulating the complex relations between these actors are essential to build an innovation-friendly environment and foster innovation infrastructure in the country.

The main objective of this report is to add to the common understanding of the national innovation system in Bosnia and Herzegovina and to map the innovation infrastructure and stakeholders in Bosnia and Herzegovina. Thus, the report aims to facilitate the identification of potential partner organisations for STI co-operations from the country.

To this end, the report identifies innovation-related government institutions, programmes as well as innovation infrastructures such as Technology and Innovation Centres, Clusters, Technology and Science Parks, Business Start-up centres, Technology Incubators and other related organisations.

This report is based on a previous report of the FP6 project SEE-SCIENCE.EU produced in 2008 and work carried out in the frame of the FP7 project WBC-INCO.NET. The Centre for Social Innovation carried out desk research in February/March 2011 which was updated by expert input from local project partners (relevant ministries and agencies). Furthermore, the organisations mapped in the first phase have been invited by e-mail to verify the information in the report. Finally, local experts have been involved in completing and categorizing the information collected in the report.

Currently, there is no report or directory that presents an up-to-date and comprehensive status quo of innovation institutions and programmes in the Western Balkan Countries (WBC).

With this series of reports devoted to the innovation infrastructures in WBC, we aim to bridge this gap. The published country reports cover innovation systems of Albania, Bosnia and Herzegovina, Croatia, FYR of Macedonia, Kosovo (under UNSCR 1244), Montenegro and Serbia. In order to ensure coherence of the series, all of the reports follow the same structure and objectives.

The report at hand – which covers **Bosnia and Herzegovina**, in conformity with other reports from the series, maps the state of affairs in June 2011 and will be published on the homepage WBC-INCO.NET and widely disseminated to our 29 project partners, the Steering Platform on Research for Western Balkan countries, EU institutions, PRO INNO Europe, ClusterCollaboration.eu, European Cluster Observatory and TCI Network. The final report can be freely disseminated to any other party that might find it useful.

WBC-INCO.NET, an FP7 funded project running from 2008 to 2013 with a total of 29 project partners, aims at the enhancement of the integration of Western Balkan Countries in the European Research Area (ERA). Its core objectives are to support the bi-regional dialogue on science and technology (S&T), to identify RTDI cooperation potentials and priorities for take-up in FP and other EU programmes, to enhance participation of WB researchers in EU projects, to analyse innovation needs and barriers in the WBC, to exchange information and best practices on innovation policies and to establish closer cooperation between research and innovation. WBC-INCO.NET is being coordinated by the [Centre for Social Innovation](#).



Hereby, we would like to acknowledge the input of all contributing organisations who kindly accepted to provide us with necessary feedback.

Despite the utmost effort of the authors to provide an accurate and up-to-date picture, some of the contact and content information provided in this report may become obsolete in the course of time. If you come across any information that is missing, invalid or has altered in the meantime, we will be pleased to receive a short notification e-mail to office@wbc-inco.net. The outputs of the report will be transferred to and regularly updated within the Organisation Directory on the homepage www.wbc-inco.net.

The report is a WBC-INCO.NET deliverable that is co-funded by the European Community's Programme for International Cooperation under the 7th Framework Programme for Research and Technological Development (2007-2013). Neither the Community, nor WBC-INCO.NET project partners and Centre for Social Innovation, as a main publisher of this report, are responsible for any use that may be made of the information contained therein.

2 Key Funding Organisations and Instruments

For a successful innovation policy, effective strategies, action plans, instruments and approaches are needed. National governments bear the responsibility for the development and implementation of these measures. Therefore, it is necessary to study the national framework in order to receive a detailed overview of the innovation system of Bosnia and Herzegovina and identify best practices.

National and international donors and institutions are aware of the significance of innovation for competitiveness and development of national economies. Therefore, different key programmes and instruments have been created to support activities initiating and fostering innovation and development, in addition to national funding scheme.

1.1 Key National Ministries

The following ministries are actively involved in the formulation and promotion of the national innovation policy.

1.1.1. State-level Ministries

Ministry of Civil Affairs of Bosnia and Herzegovina (MCA)

Acronym: MCA

Organisation title in local language: Ministarstvo civilnih poslova Bosne i Hercegovine

Organisation type: Government/Ministry

The Ministry of Civil Affairs of BiH is a state authority responsible, among other policies, for education and science at the state level. The Department for Science and Culture is responsible for the following activities in the field of science:

- It coordinates activities and harmonises plans of entity authorities (in the Federation of BiH and in the Republic Srpska);
- It defines the international level strategies; participates in the work of international organizations that deal with science;
- It ensures the execution of international obligations of BiH;
- It participates in the procedure of preparation of international agreements;
- It monitors the application of local agreements and strategic documents, and proposes activities in relation to it;
- It keeps up with the European integration processes and initiates their implementation;
- It monitors application of adopted European conventions and declarations;

- It prepares reports;
- It prepares participation of BiH representatives at the world and European conferences;
- It leads and coordinates cooperation with the organizations, bodies and authorities of the European Community;
- It keeps up with the programs of the EU and world associations, and initiates applications for them;
- It collects and analyzes information about the science in our country;
- It acts as a service for advisory and other bodies established for dealing with science;
+It promotes and fosters science as an important part of the total social and economic progress of BiH.

Contact

Website: www.mcp.gov.ba

Phone: +387 33 221 073

Fax: +387 33 221 074

Address: Trg BiH 1, 71000 Sarajevo, Bosnia and Herzegovina

Contact person:

Alma Hasanovic, Advisor for the European Integration and International Relations in the Science, Ministry of Civil Affairs

E-mail: alma.hasanovic@mcp.gov.ba

Ministry of Foreign Trade and Economic Relations of Bosnia and Herzegovina (MoFTER), Department for Economic Development and Entrepreneurship

Acronym: MoFTER

Organisation title in local language: Ministarstvo spoljne trgovine i ekonomskih odnosa Bosne I Hercegovine

Organisation type: Government/Ministry

The coordination of SME policies at state level with the other entities (Republic of Srpska, Brcko District and Federation of BiH) is one of the responsibilities of MoFTER. The Department for entrepreneurship of the MoFTER is in charge of:

- Development of pre-drafts, drafts and law proposals other regulations and general acts;
- Implementation of applicable regulations;
- Development of expert analysis;

- Information and proposal for the establishment of development policies in the areas of economy;
- Macroeconomic analysis and economic growth forecast of BiH;
- Development of analysis and information for the institutions in BiH regarding development;
- Proposing measures for economic policy in cooperation with entities;
- Development of platforms for meetings with foreign delegations;
- Preparation and development of policy for establishment, work and development of small and medium enterprises (SME);
- Development of strategy for small and medium enterprises support.

MoFTEP formulated a new SME development strategy for the period 2009-2011. The strategy includes the creation of a SME agency at national level aiming to coordinate the strategic framework; to establish a Development and Entrepreneurship Fund as well as a SME Council. The adoption seems to be stalled at the moment (February 2011).

Contact

Website: www.mvteo.gov.ba

E-mail: mvteo@mvteo.gov.ba

Phone: +387 33 220 092

Fax: +387 33 208 100

Address: Musala 9, 71000 Sarajevo, Bosnia and Herzegovina

Contact person:

Dragan Milović, Assistant Minister, Department for Economic Development And Entrepreneurship

Phone: +387 33 552 540

E-mail: dragan.milovic@mvteo.gov.ba

1.1.2. Entity-level Ministries

Federal Ministry of Development, Entrepreneurship and Crafts (FMRP)

Acronym: FMRP

Organisation title in local language: Federalno ministarstvo razvoja, poduzetnistva I obrta

Organisation type: Government/Ministry

The Federal Ministry of Development, Entrepreneurship and Crafts is responsible for the development of the SME sector. This recognizes the importance of the SME sector and the necessity for effective coordination in the Federation of BiH (FBiH).

Administrative, expert and other tasks as defined by the laws related to jurisdiction of the BiH in the following areas are:

- To stimulate the development of entrepreneurship and crafts;
- To support application of innovations and introduction of modern technologies in the area of entrepreneurship and crafts;
- To increase the share of entrepreneurship and crafts in the economy;
- To organize institutions for entrepreneurship and entrepreneurial infrastructure in the economy;
- To train entrepreneurs and craftsmen through regular and supplemental courses, as well as other tasks established by law.

Contact

Website: www.fmrpo.gov.ba/

E-mail: fmrpo@fmrpo.gov.ba

Phone: +387 36 449 120

Fax: +387 36 449 122

Address: Ulica Stjepana Radića 33/3, (Zgrada „Projektant“), 88000 Mostar, Bosnia and Herzegovina

Federal Ministry of Education and Science (FMES)

Acronym: FMES

Organisation title in local language: Federalno ministarstvo obrazovanja i nauke

Organisation type: Government/Ministry

The Federal Ministry of Education and Science performs:

- Administrative, professional and other tasks falling under competencies of the Federation of Bosnia and Herzegovina in the areas of preschool education, elementary school education and secondary school education;
- Pedagogical standards, standards in area of premises, equipment and teaching aids in preschool, elementary and secondary school education processes;
- Validation and equalization of the foreign school certificates and diplomas; training and professional specialization of the teaching staff; text-books for elementary and secondary schools;

- Researching tasks aimed at improvement of the educational work, standards for university-level education, pupils and students standard of living;
- Development of scientific activity;
- Protection of copyrights and intellectual property;
- Coordination of scientific-researching activities;
- Development of the scientific-researching institutions;
- Encouragement of fundamental applied researches;
- Development of investment technologies and human resources in scientific-researching field; follow-up innovations;
- Development and improvement of technologies;
- And other tasks as laid down by the legislation governing this field.

Contact

Website: www.fmon.gov.ba

E-mail: info@fmon.gov.ba, kabinet@fmon.gov.ba

Phone: +387 36 355 700

Fax: +387 36 355 742

Address: Dr. Ante Starčevića bb, 88 000 Mostar, Bosnia and Herzegovina

Contact person:

Adnan Zeković, Secretary of the Ministry

Telephone: +387 36 355 703

E-mail: adnan.zekovic@fmon.gov.ba

Ministry of Education and Culture of Republic of Srpska

Organisation title in local language: Ministarstvo prosvjete i kulture

Organisation type: Government/Ministry

The Ministry of Education and Culture performs:

- Administrative, professional and other tasks falling under competencies of the Republic of Srpska in the areas of preschool education, elementary school education and secondary school education;
- Administrative, professional and other tasks falling under competencies of the Republic of Srpska in the area of high education;
- Preparation of collaboration programs with Federation of Bosnia and Herzegovina and another countries and another international organizations in the field of education according to Constitution of Republic of Srpska and Constitution of Bosnia and Herzegovina;
- Pedagogical standards and students' standards.

Contact

Website: www.vladars.net

E-mail: mp@mp.vladars.net

Phone: +387 51 338 461

Fax: +387 51 338 853

Address: Trg Republike Srpske 1, 78000 Banja Luka, Bosnia and Herzegovina

Contact person:

Anton Kasipovic, Minister

Ministry of Industry, Energy and Mining of Republic of Srpska (MIER), Department for SME, Production, Manufacturing and IT

Acronym: MIER

Organisation title in local language: Ministarstvo industrije, energetike i rudarstva.

Organisation type: Government/Ministry

Within the Ministry, the Department for Small and Medium enterprises, production and manufacturing and information technology, performs administrative and professional activities such as:

- The proposal of incentives and activities to develop small and medium-sized enterprises and handicraft production, particularly encouraging export-oriented entrepreneurs and new technologies;
- Participation in strategy development of small and medium enterprises and development strategy for vocational-entrepreneurial activities;
- The development of international cooperation and education facilities;
- The promotion of entrepreneurship and development of new technologies.

Contact

Website: www.vladars.net

E-mail: mier@mier.vladars.net

Phone: +387 51 339 581

Fax: +387 51 339 651

Address: Trg Republike Srpske 1, 78000 Banja Luka, Bosnia and Herzegovina

Ministry of Science and Technology of Republic of Srpska

Acronym: MST

Organisation title in local language: Ministarstvo nauke i tehnologija Republike Srpske

Organisation type: Government/Ministry

Activities of the Ministry of Science and Technology include:

- Administrative and other professional tasks related to scientific research activities;
- The strategy of scientific research of the development;
- Promotion of basic, applied and development research and other forms of scientific research;
- Establishing and supervising the scientific-research institutes;
- Promote the development of scientific research;
- Providing infrastructure for scientific research, scientific publications, scientific system of information and communication;
- Participation in international scientific and research activity;
- A strategy of technological development of republic of Srpska based on a unique scientific and technological system and knowledge;
- Encouraging the development and improving technologies, especially information and communication technologies, technology transfer, encouraging and promoting the development of infrastructure for development and improvement of technologies and techno-entrepreneurship, the introduction of modern equipment;
- Participation in international programs, projects and events of new technology;
- Making legal regulations of the ministry and other activities in accordance with the law.

Contact

Website: www.vladars.net/sr-SP-Cyrl/Vlada/Ministarstva/mnk/Pages/Default.aspx

Phone: +387 51 338 731

Fax: +387 51 338 856

Address: Trg Republike Srpske 1, 78000 Banja Luka, Bosnia and Herzegovina

Contact Person:

Department for technology

Gordan Vukelić, Assistant to the minister

E-Mail: g.vukelic@mnk.vladars.net

Mobile: +387 66 800 038

1.2 Key National Agencies

The following national agencies are active in the field of innovation policy.

Agency for Development of Small and Medium-sized Enterprises in Republic of Srpska (RARS)

Acronym: RARS

Organisation title in local language: Републичка агенција за развој малих и средњих предузећа

Organisation type: Agency/Fund

The Agency for Development of Small and Medium-sized Enterprises in Republic of Srpska (RS) was established in 2004 and is founded in compliance with the Law on Support to Development of Small and Medium-Size Enterprises. The Agency works as a non-profit organisation.

The mission of the Agency is to support the funding and development of SMEs and entrepreneurship in RS by fulfilling the following goals:

- Enhancement of participating of SMEs in the economy of Republic of Srpska;
- Enhancement of technological development, competitiveness and openness of new market for SMEs;
- Education for entrepreneurship; and
- Enhancement of the number of business subject and new-employed workers in SMEs.

The Agency for Development of Small and Medium-sized Enterprises in Republic of Srpska fulfils the following tasks:

- Elaborating the strategy and developing policy of SMEs in RS;
- Defining policy for directing development funds;
- Following the realization of the development programme of SMEs (developed by Ministry of Industry in cooperation with various stakeholders);
- Stimulating the establishment, work and development of SMEs;
- Analyzing the position and development, and supporting investments into SMEs;
- Coordinating activities in the field of proving and using funds for financing the programmes, projects related to SMEs;
- Selling or giving for lease or use the real estates and other infrastructure premises owned by RS, which are given to the Agency to manage on the basis of a Program under commercial or improved conditions, including allocation without compensation;
- Providing support for the increase of employment, professional training;
- Giving support for participation in international fairs, exhibitions and promotion of entrepreneurship;
- Giving approval to the act of establishment of local agencies and local funds;
- Organising, collecting and processing of legal and other information of interest to the SMEs, local and foreign market research;
- Establishing a single information system for statistical data and information;

Dissemination level: Public

- Monitoring, analysing and reporting on the results of stimulating measures; and
- Cooperating with international institutions in the SME sector.

Contact

Website: www.rars-msp.org

E-mail: info@rars-msp.org

Phone: +387 51 247 440

Fax: +387 51 247 630

Address: Vuka Karadžića 4, 78 000 Banja Luka, Republic of Serbia, Bosnia and Herzegovina

Contact person:

Slobodan Markovic

E-mail: slobodan.markovic@rars-msp.org

Foreign Investment Promotion Agency of Bosnia and Herzegovina (FIPA)

Acronym: FIPA

Organisation title in local language: Agencija za unapređenje stranih investicija BiH

Organisation type: Agency/Fund

Established in 1998, the Foreign Investment Promotion Agency of Bosnia and Herzegovina (FIPA) is a state Agency with a mission to support foreign investments in the country.

FIPA assists potential and existing foreign investors by

- Providing current data and information on:
 - FDI related legislation;
 - Macro-economic indicators;
 - Business environment;
 - Investment projects, privatisation projects, tenders, etc.
- Advising investors how to:
 - Set up a company;
 - Identify location for greenfield investment or business service providers.

Contact

Website: www.fipa.gov.ba

E-mail: fipa@fipa.gov.ba

Phone: +387 33 278 080

Fax: +387 33 278 081

Address: Avaz Twist Tower, 13th and 14th Floor, Tešanjka 24a, 71000

Sarajevo, Bosnia And Herzegovina

Contact Person:

Korica Slavica, Executive Director for Promotion and Analysis

E-mail: korica@fipa.gov.ba

Institute for Intellectual Property of Bosnia and Herzegovina (IPR)

Acronym: IPR

Organisation title in local language: Institut za intelektualno vlasništvo Bosne i Hercegovine

Organisation type: Agency

The organizational structure of the Institute for Intellectual Property of Bosnia and Herzegovina is regulated by the Regulations concerning the Internal Organization of the Institute for Intellectual Property of Bosnia and Herzegovina, which was adopted on the Assembly 104 of the Ministers Council of Bosnia and Herzegovina held on November 4, 2009.

The Institute consists of:

- Copyright and Related Rights Council;
- Council for the Development of Intellectual Property Users;
- Council for Intellectual Property Protection.

The Institute conducts further activities in Bosnia and Herzegovina:

- It coordinates the procedure for the acquisition, maintenance, transfer and cessation of industrial property rights (patent, utility model, trademark/service mark, industrial design, and geographical indication);
- It coordinates the procedure for the registration of integrated circuit layouts;
- It coordinates the procedure for the international registration of industrial property rights under the international conventions to which Bosnia and Herzegovina acceded;
- It pursues the tasks in the domain of copyright and related rights, relating to the rights of authors on their works in the domain of literature, science and art, the rights of performers, broadcasting organizations and phonogram and database producers;
- It issues licenses to the associations of authors and other copyright holders for the collective management of such rights and it supervises their work;
- It carries out information and documentation tasks in accordance with the standards set out by the world intellectual property organization (WIPO/OMPI), laws and implementing regulations governing intellectual property;

- It prepares the ground for the accession of Bosnia and Herzegovina to bilateral and multilateral agreements, conventions and treaties in the domain of intellectual property;
- It drafts laws and implementing regulations in the domain of intellectual property;
- It fosters international cooperation with the institutions in other countries, as well as with the international intellectual property organizations operating at global, regional or other levels.

Contact

Website: www.ipr.gov.ba

E-mail: mostar@ipr.gov.ba

Phone: +387 36 33 43 82

Address: Kralja Petra Krešimira IV/8a., 88 000 Mostar, Bosnia and Herzegovina

Contact person:

Lidija Vignjević, Director

E-mail: l.vignjevic@ipr.gov.ba

1.3 Key Programmes and Instruments

National and international donors and institutions are aware of the significance of innovation for competitiveness and development of national economies. Therefore, different key programmes and instruments have been created to support activities initiating and fostering innovation and development.

Business Innovation Programme (BIP)

Acronym: BIP

Organisation type: Programme (Bilateral)

The Business Innovation Programme (BIP) is a non-profit foundation established in Norway in 1993. Its objective is to contribute to the establishment of jobs and facilitate the development of expertise in the field of economic development as an effective means of building or rebuilding countries. The project Student Enterprises and Young Entrepreneurship aims at establishing student enterprises and entrepreneurship training in Bosnia and Herzegovina.

BIP generally applies three basic concepts for developing expertise and entrepreneurial skills in order to promote economic development:

- The BIP Start Your Business (SYB) program including Business Plan Development (BPD) for training of adult entrepreneurs;

- The BIP Student Enterprise (SE) program for training students at upper secondary and university levels in how to start their own businesses;
- The BIP Growth Program (GP) for small- and medium-sized companies with a potential for growth and with focus on possibilities for export.

Contact

Website: www.bips.no

E-mail: info@bips.no

Phone: + 47 69 24 93 00

Fax: + 47 69 25 17 08

Address: P.O. Box 613, N-1522 Moss, Norway

Competitive Regional Economic Development (CREDO)

Acronym: CREDO

Organisation type: Programme (Bilateral)

The main objective of the programme is to enhance the development of small and medium enterprises (SMEs) and the growth of Bosnia and Herzegovina private sector, as well as to reduce the high unemployment rate as a leading cause of poverty. BH Office of SIDA (Swedish International Development Cooperation Agency) developed a model of work with regional development agencies in 2003. CREDO was first implemented in Northeast Bosnia.

After the positive experience and practices in that part of Bosnia and Herzegovina, SIDA has decided to extend assistance to other regions of Bosnia and Herzegovina and chose the Regional Development Agency for Herzegovina (REDAH) as implementing partner. The project period is 2010 – 2014.

The general objective of this project is to increase competitiveness and growth of SMEs in the selected sectors, through three-phase interventions.

This main goal will be achieved through the following project objectives/purposes:

- To improve capacities of SMEs for growth
- To improve the local business enabling environment through support to local governments
- To improve the capacities of REDAH for interventions aimed at increasing SME, sectors and local government competitiveness by implementing NERDA's Integrated Economic Development Methodology

Contact

Website: www.redah.ba

E-mail: info@redah.ba

Phone: +387 36 557 210

Fax: +387 36 557 211

Address: Bulevar narodne revolucije 17, 88 000 Mostar, Bosnia and Herzegovina

Enhancing Small and Medium Enterprise (SME) Access to Finance Project of the World Bank

Acronym: SME Access to Finance

Organisation type: Project (Other)

In 2009 the World Bank pledged a US\$ 70 million line of credit for Small and Medium Enterprises (SMEs). The essence of this project is to improve access to finance for Small and Medium Enterprises (SMEs) in the context of the global financial crisis. The project will support the country's banking system to respond to the needs of SMEs as important generators of economic growth and employment.

The World Bank financed credit line projects are implemented through participating financial intermediaries (PFIs - such as commercial banks). This approach envisions that PFIs are responsible for the selection of final borrowers (the SMEs), based on eligibility criteria set by the project, and assessment of their creditworthiness; so the PFIs bear all credit risks and assume repayment responsibility to the government authorities. This system ensures that the final beneficiaries of the line of credit will be selected on the basis of transparent criteria and the commercial banks' own credit assessments.

Contact

Website: web.worldbank.org/WBSITE/EXTERNAL/COUNTRIES/ECAEXT/BOSNIAHERZEXTN/0,,contentMDK:22467970~pagePK:141137~piPK:141127~theSitePK:362026,00.html

E-mail: bosniapic@worldbank.org

Phone: +387 33 251 500

Fax: + 387 33 226 945

Address: 1/17/B Tower, 71000 Sarajevo, Bosnia and Herzegovina

Instrument for Pre-Accession Assistance (IPA)

Acronym: IPA

Organisation type: Programme (IPA)

The Instrument for Pre-Accession Assistance (IPA) is the key tool of the European Commission's pre-accession assistance strategy. This Instrument is replacing the former pre-accession instruments: PHARE, ISPA, SAPARD and CARDS.

IPA will help transition countries meet the Accession Criteria (fulfil the political, economic and acquis-related criteria for membership, building up their administrative and judicial capacity) and prepare for the programming, management and implementation of EU Cohesion, Structural and Rural Development Funds after accession. IPA is designed with five components to provide for targeted and effective assistance for each country according to its needs and evolution. These five components are: transition assistance and institution building; cross-border cooperation; regional development; human resources development; and rural development. Bosnia and Herzegovina is currently eligible for assistance to transition assistance and institution building and cross-border cooperation. Once the country has obtained the status of a candidate country the access to the other three components will be in principle opened to it.

The Framework Agreement (FwA) between BiH and the Commission of the European Communities is an important step in the implementation of the Commission's Instrument for Pre-Accession Assistance (IPA). It sets out the rules for co-operation between the Commission and the beneficiary country.

In particular, the Agreement lays down the provisions concerning the legal, administrative and technical framework for the implementation of the EU assistance. It also defines the operating structures that BiH has to create to benefit from the entire Instrument, including Components III-V. The assistance under IPA can only be granted, after the FwA has been concluded and entered into force. The FwA shall apply to all the IPA components and all projects funded by EU in a given country. Following the establishment of the FwA, in order to access the funds allocated under the IPA annual programmes, BiH will also have to conclude the Financing Agreements on a yearly basis which provide more specific conditions for the delivery of the Community Assistance.

As indicated on the web-site¹, the IPA Framework Agreement was signed by Pierre Mirel (Director for Western Balkans in the European Commission's Directorate General for Enlargement) and Nikola Špirić (Chairman of BiH Council of Ministers) in Sarajevo on February 20, 2008. The Commission has allocated EUR 440 million of support to BiH in its transition from a potential candidate country to a candidate country for the period 2007 - 2011 under the Instrument for Pre-Accession Assistance (IPA).

Contact

Website: http://ec.europa.eu/enlargement/potential-candidates/bosnia_and_herzegovina/financial-assistance/index_en.htm?id=keydoc#library

Open Regional Fund for Foreign Trade Promotion in South-East Europe (ORF)

¹ <http://www.europa.ba/?akcija=clanak&CID=23&jezik=2&LID=33>

Acronym: ORF

Organisation type: Agency/Fund

The Open Regional Fund (ORF) is financed by German Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ). The project was established in January 2007 for a period of five years. The aim of the project is to strengthen competitiveness through multi-country cooperation among companies and institutions in the region and marketing of South East Europe as an economic area on the international stage. Eligible countries are Albania, Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Serbia and Kosovo.

The ORF is currently financing eight projects in various sectors with a term of approximately two years each and the participation of at least several countries per project. The projects financed by the ORF are generally initiated by stakeholders from Western Balkan countries such as national ministries, private sector associations, chambers of commerce and industry, sectoral clusters, or exporting businesses themselves. Focusing on sectors with export potentials, projects are implemented in the garment industry along with fashion design, the automotive supply and the IT sector, tourism, agricultural trade and the regional export consultancy market. To thrive on international markets, the relatively small national sectors regionalize their marketing as well as distribution structures in order to achieve synergy effects for the participating companies.

Other ORF projects provide businesses and institutions with advisory services and training for them to comply with quality standards or EU regulations. In one example from the IT sector, an ORF project provides software companies from South-East Europe with training and advisory services to meet international software standards (ITMark, CMMI). These certificates are a key prerequisite for potential customers in the EU or the United States to view these companies as possible contractors.

Contact

Website: <http://www.gtz.de/en/praxis/25459.htm>;

<http://www.gtz.de/en/weltweit/europa-kaukasus-zentralasien/25472.htm>

E-mail: info@giz.de

Phone +49 6196 79-0

Fax +49 6196 791 115

Address: Postfach 5180, 65726 Eschborn, Germany

Contact Persons:

Peter Bonin

E-mail: peter.bonin@giz.de

Britta Margraf
E-mail: britta.margraf@gtz.de

Turn-around Management and Business Advisory Services Programme BiH (TAM/BAS)

Acronym: TAM/BAS
Organisation type: Programme (Other)

The new European Bank for Reconstruction and Development (EBRD) Strategy (2010 – 2013) ensures that the Turn-around Management and Business Advisory Services (TAM/BAS) programmes continue to provide advisory services to SMEs in BiH. TAM/BAS aims to reduce the “brain drain” on human resources by implementing programmes that target young entrepreneurship and innovation development. The programmes are often technology related.

TAM Programme

TAM is piloting low-cost incubator projects. As a practical approach for creating new jobs, through business formation and expansion, business incubators have become recognised worldwide as a viable tool for economic development. In particular, TAM has been incubating ICT enterprises by carrying out small TAM projects with individual entrepreneurs. This initiative aims to help local entrepreneurs in the ICT field to create commercially viable and competitive businesses. This will also contribute to the creation of jobs, and the development of a dynamic ICT industry.

BAS Programme

The BAS Programme, administered by the European Bank for Reconstruction and Development (EBRD), has been established in order to assist the development of small and medium sized enterprises.

Objectives of the BAS Programme are:

- To assist small and medium sized BiH enterprises by financially supporting business advice and activities to benefit from the best local consultants; and
- To develop and strengthen the skills and quality of local consultants and cooperating with those institutions which promote the development of small and medium sized enterprises in BiH (industry associations, chambers of commerce, entrepreneurs representative groups, etc.).

Areas of the BAS Programme support are: market research; business partner and investor search; selecting and appraising equipment to be purchased; improving organizational and business management structure; preparing business plans; developing and improving financial accounting and control

systems; developing and upgrading management information systems; preparation and certification for quality management systems.

Contact

Website: www.ebrd.com/pages/workingwithus/tambas/where/bosnia.shtml

Phone +387 33 260 230

Fax: +387 33 260 230

Address: 15th floor, Tower B Unitic Towers, Fra Andela Zvizdovica 1, Sarajevo, Bosnia and Herzegovina

USAID Bosnia and Herzegovina

Acronym: USAID

Organisation type: Agency/Fund

The U.S. foreign assistance program, implemented primarily by USAID, is helping to create a multi-ethnic, stable, prosperous and democratic Bosnia and Herzegovina on the road to Euro-Atlantic integration. USAID's Program Areas in BiH include:

- Peace and Security;
- Economic Growth;
- Governing Justly and Democratically.

USAID Bosnia and Herzegovina supervises the following projects with relevance to fostering innovation in the country:

Enterprise Energy Efficiency (3E)

USAID's project Enterprise Energy Efficiency (3E) assists BiH to promote energy efficient technologies by developing demonstration projects in buildings that are co-funded by public and private counterparts. This increases the capacities of municipal public sector counterparts and small and medium-sized enterprises (SMEs), and increases public awareness about the benefits of energy efficiency..

The 3E project focuses on public-private partnerships and private sector participation to increase public awareness and demand for energy efficient technologies and practices.

The project has laid down following goals:

- To implement 10 pilot projects throughout bih to support private and public sector collaborations for energy efficiency initiatives and technologies
- Help potential energy efficiency projects to seek financing under the USAID Energy Efficiency Development Credit Authority (DCA).
- To increase public and private sector capacity to understand and implement energy efficiency programs by providing

- Commercial bank training in loan appraisal and financial product development in support of the energy efficiency sector;
- Identification and training of at least 50 smes to meet financial requirements for energy efficiency projects;
- SME training to perform energy audits, implement viable energy efficiency improvements, and monitor energy consumption before and after implementation to ensure financial returns and justifiable payback periods;
- Training for staff or representatives of public sector counterparts on developing energy efficiency plans, and integrating them into long-term development plans.
- Followed by a public outreach and awareness program, targeting all the key energy sector stakeholders on the benefits of using energy efficient technologies and methodologies.

Excellence in Innovation Project (EI)

Since 2007, Bosnia and Herzegovina benefits from an Excellence in Innovation Project (EI) financed by USAID and co-sponsored by the Norwegian Ministry of Foreign Affairs (NMFA).

The project component financed by USAID/BiH is being implemented under the dot-ORG Cooperative Agreement within the framework of the Digital Opportunity through Technology and Communication Alliance (DOT-COM). The Academy for Educational Development (AED) is the prime implementer of dot-ORG and the Education Development Centre (EDC) is one of the prime dot-ORG resource partners. AED is the prime implementer of the EI activity and EDC is the primary implementing partner/sub-contractor for the EI project. EDC has a subcontract with the NMFA to implement the project component being finance by the NMFA. The goal of the Excellence in Innovation (EI) project is to strengthen both BiH ICT and non-ICT companies' competitive positions through their ability to offer new, high value-added products and services that are in demand in the domestic and global markets. The EI Project supports machine tool, wood processing, agribusiness, tourism, apparel/textile/leather industry, logistic/supply chain management and supporting sectors. The project will work to significantly improve the competitiveness of at least 280 SMEs.

The EI Project created four e-BIZ centres, the Machine Technology e-BIZ Centre (MTTC), Wood Technology e-BIZ Centre (ARTECO), Tourism e-BIZ Centre (Exploring BiH), Agribusiness e-Biz Centre (AgroLink), that provide high impact ICT applications for targeted and/or supporting industries and will become financially and operationally self-sustainable.

Development Credit Authority (DCA) Loan Portfolio Guarantee (LPG)

The second BiH DCA program was signed in September 2010 with Raiffeisen Bank BiH and Volksbank BH with combined resources of USAID and Swedish International Development Agency (Sida). This loan guarantee program in BiH is the first program under the global memorandum of understanding that

USAID and Sida signed in March 2010 in Washington. This is also USAID's first-ever loan guarantee performed jointly with another donor.

This ten-year, \$40 million guarantee program is expected to strengthen local banks' ability to finance medium and long term loans to SMEs in productive sectors, and consequently increase economic growth in BiH.

They combined resources of the current DCA programmes are over \$50 million and they are an important stimulus for SME development and economic growth in BiH. The DCA programme is a key complement to two ongoing economic growth programs jointly funded by USAID and Sida: FIRMA and FARMA. These programs represent donor investment of over \$35 million. These programs help strengthen SMEs in agriculture, wood processing, metal processing and tourism. Another USAID project, PARE, provides administrative technical support to the DCA partner banks and DCA monitoring assistance.

Fostering Interventions for Rapid Market Advancement (FIRMA)

FIRMA is a five year project (2009 – 2014) provided by USAID and Sida the Swedish International Development Cooperation Agency. Its goal is to enhance sustainable economic growth, employment expansion, and higher median household incomes in BiH.

FIRMA's main objective is to help BiH improve its capacity to handle competitive pressure and market forces within the European Union, a critical step in preparing for accession. The project focus on three sectors of the BiH economy: wood processing, tourism, and light manufacturing. These three sectors combined comprise approximately one-fourth of the country's gross domestic product and over one-third of its exports.

FIRMA works with local firms to help them identify and prioritize problems, and strengthen their capacity to develop products attractive to foreign and domestic customers. Critical stakeholders include companies, financial institutions, educational institutions, non-governmental organizations, and government agencies:

FIRMA-supported activities include:

- Facilitating networking among sector firms and stakeholders;
- Providing training and technical assistance to improve product quality, operational productivity and managerial effectiveness;
- Supporting workforce development;
- Improving connections to global markets.

Other USAID projects are listed at <http://www.usaid.gov/ba/ourwork/edo.htm>.

Contact

Website: www.usaid.gov/ba/

E-mail: usaidсарajevo@usaid.gov

Phone +387 33 702 300

Fax +387 33 667 892

Address: USAID/Bosnia and Herzegovina, Roberta C. Frasurea 1, 71000 Sarajevo, Bosnia-Herzegovina

Firma Project

Website: www.firmaproject.ba

Western Balkans Investment Framework (WBIF)

Acronym: WBIF

Organisation type: Programme (Other)

The Western Balkans Investment Framework (WBIF) was established by the European Bank for Reconstruction (EBRD) together with the European Commission (EC), the European Investment Bank (EIB) and the Council of European Development Bank (CEB) in December 2009. The object is to finance priority projects in the Western Balkans Countries. The programme operates in Albania, Bosnia and Herzegovina, Croatia, Former Yugoslav Republic of Macedonia, Montenegro and Serbia.

The WBIF has two main objectives: firstly pooling of grants, loans and expertise in order to prepare financing for priority investment projects; secondly, strengthening coherence and synergies among donors in order to increase the positive impact and visibility of investments in the Western Balkan Countries. Projects are selected on the basis of regional and/or country needs and their consistency with EU accession priorities. The primary focus on infrastructure sector (environmental, energy or transport infrastructures, education, healthcare and other social needs) will be extended to provide also support to small and medium-sized enterprises (SMEs).

Contact

Website: www.wbif.eu/Bosnia+and+Herzegovina

E-mail: elarg-wbif@ec.europa.eu

Phone: +387 33 440 108

Address: The World Bank Hamdije Kresevljakovica, 19/5 Sarajevo, Bosnia and Herzegovina

7th Framework Programme for Research and Technological Development (FP7)

Acronym: FP7

Organisation type: Programme (FP7)

On November 24, 2008 a Memorandum of Understanding (MoU) on FP7 between the European Commission and Bosnia and Herzegovina was signed; the MoU was entered into force on January 1 2009.

Bosnia and Herzegovina has thus become the 12th associated country to the EC's 7th Research Framework Programme (FP7). The other Associated Countries are Norway, Iceland, Lichtenstein, Israel, Switzerland, Turkey, Croatia, Former Yugoslav Republic of Macedonia, Serbia, Montenegro, and Albania.

Through participation in the 7th Framework Programme BiH has access to:

- Full participation in all horizontal and vertical activities under the FP7, including the Joint Research Centre and PEOPLE (Programme of researchers' mobility);
- Active participation in the implementation of the EU policies, to integrate into the European Research Area and to build a structure that will be compatible with European standards;
- Financing possibilities for the Science and Research activities of research institutions, medium and small-sized enterprises and state companies from EU funds. It will also initiate the mobility of BiH researchers in EU countries;
- Intensified international cooperation;
- Deeper involvement in the Euro-Atlantic integration process;
- Intensified efforts for the implementation of the Stabilisation and Association Agreement.

Contact

Website: www.ncp.ba/en.aspx

Phone: +387 33 492597

Fax: +387 33 492 597

Address: Ministry of Civil Affairs of Bosnia and Herzegovina, Trg BiH 8, 71000 Sarajevo, Bosnia and Herzegovina

Contact Persons:

Ammar Mirascija, Director NCP

E-mail: Ammar.Mirascija@ncp-fp.ba

List of National Contact Points for different areas to be found at the European Commission CORDIS Website:

http://cordis.europa.eu/fetch?CALLER=MSS_BA_FP7NCP_EN

3 Key Innovation Infrastructures

A national system of innovation can be understood as a “network of institutions in the public and private sectors whose activities and interactions initiate, import, modify and diffuse new technologies” (Freeman 1987: 1). These institutions ranging from technology/innovation centres, science and technology parks to clusters, business start-up centres and incubators constitute a country’s innovation infrastructure. In the following chapter, the particular elements of the national innovation system of Bosnia and Herzegovina are presented.

3.1 Technology/Innovation Centres (TICs)

A Technology/Innovation Centre (TIC) is an institution established in order to facilitate technology transfer as well as to promote research uptake and innovation by linking researchers and universities with SMEs. TICs enable the industry to exploit new and emerging technologies by providing linkages between research and SMEs.

Agribusiness e-Biz Centre

Acronym: AgroLink

Organisation title in local language: AgroLink d.o.o.

Organisation type: Cluster/Incubator/Innovation Infrastructure

AgroLink is an information platform for agricultural producers, processors, traders, service providers and other individuals and companies who are directly or indirectly related to agriculture. It provides its members with information from the agriculture sector via Internet, mobile phone or SMS. Information on the following subjects is available: Regional wholesale prices; agricultural law and policies; Finance, incentives (at all levels of government) and grants; Contact database for agricultural businesses. Additionally AgroLink offers trainings, seminars and conferences as well as mediation in trade and export.

Contact

Website: www.agrolink.ba

E-mail: info@agrolink.ba

Phone: +387 51 378 250

Fax: +387 51 378 252

Address: Kojića put 22, 78000 Banja Luka, Bosnia and Herzegovina

Contact person:

Svjetlana Mihajlović, Director

E-mail: svjetlana.mihajlovic@agrolink.ba

ARTECO Wood Technology Centre

Acronym: ARTECO

Organisation title in local language: Tehnološki centar za drvenu industriju
ARTECO

Organisation type: Cluster/Incubator/Innovation Infrastructure

The ARTECO Wood Technology Centre was established in January 2009 by the company ARTISAN in cooperation with the Excellence in Innovation (EI) Project. The mission of ARTECO is to become a unique, leader-oriented and self-sustainable technology wood industry centre. ARTECO has sold its services to over 200 SMEs.

ARTECO offers the following services:

- Education and training;
- Design and development of prototypes;
- CNC machine;
- Drying Chamber/Kiln;
- Consultation.

Contact

Website: www.arteco.ba

E-mail: info@arteco.ba

Phone: +387 32 658 770

FAX: +387 32 658 770

Address: Medakovo bb, BA-74260 Tešanj, Bosnia and Herzegovina

Centre of Advanced Technologies (MTTC)

Acronym: MTTC

Organisation type: Cluster/Incubator/Innovation Infrastructure

The mission of MTTC is to increase the competitiveness of domestic firms operating in the tool and dye industry. MTTC offers services based on advanced technologies through the virtual engineering model. The centre is positioned as a destination for the most advanced technologies that utilize licensed software and accredited engineers. It was founded as a collaboration of the EI project with seven regional companies.

Contact

Website: www.mttc.ba

E-mail: info@mttc.ba

Phone: +387 62 348454

Fax: +387 35 707067

Address: Bosanskih Kraljeva 36, 75320 Gračanica, Bosnia and Herzegovina

Contact Person:

Mustafa Bašić

E-mail: mustafa.basic@mttc.ba

Entrepreneurship and Innovation Centre at the University of Zenica (CIP UNZE)

Acronym: CIP UNZE

Organisation title in local language: Centra za inovativnost i preduzentnistvo
Univerziteta u Zenici

Organisation type: Cluster/Incubator/Innovation Infrastructure

In 2007 the European Union provided funds for the establishment of the Entrepreneurship and Innovation Centre (CIP) at the University in Zenica (UNZE). EU funding was made available through the TEMPUS programme (Trans-European Mobility Scheme for University Studies).

The Entrepreneurship and Innovation Centre UNZE defines its mission in close cooperation and implementation of joint programmes and projects with the Business Start-Up Centre Zenica, Local and Regional Development Agencies – ZEDA and REZ, Business Service Centre (BSC) of the Cantonal Government, Business Incubator Zenica and Business Incubator Vitez.

The main goals of the project are:

- To promote innovation and entrepreneurship among students and faculty members;
- To train trainers;
- To create workshops in future technology and practices;
- To provide consulting services to enterprises;
- And to spread knowledge and expertise that will contribute to economic development in Bosnia and Herzegovina.

The centre currently employs 2 persons and engages associates from University on project basis. It cooperates closely with all faculties and institutes within the University of Zenica.

The Centre has currently two departments:

- The Department for Entrepreneurship
- The Department for Business Development (market research, development and design of prototypes, technology and organisational planning)

The Centre also has a Multimedia centre, virtual library and business incubator.

The CIP will be mostly oriented towards younger academic fellows who should acquire experience and references for their involvement in more advanced organisational units of the UNZE. Moreover the CIP aims to create a scientific environment where exchange between senior researcher and junior researcher will be promoted.

Contact

Website: www.cip.unze.ba/en/staje.htm

E-mail: info@cip.unze.ba

Phone: +387 32 444 421

Address: Travnička cesta 1, 72000 Zenica, Bosnia and Herzegovina

Contact person:

Darko Petković, Director of the Centre

E-mail: darko.petkovic@unze.ba

Innovation Centre Banja Luka (ICBL)

Acronym: ICBL

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Innovation Centre Banja Luka (ICBL) foundation is focused on the creation of future - oriented jobs, based on knowledge and technology, providing assistance to entrepreneurs in creating successful companies and assist BiH in transition to a knowledge-based country.

The ICBL was established on November 25th 2009 in Banja Luka with help of Ministry of Foreign Affairs of the Kingdom of Norway, aiming to become driving force of innovation society by linking science and R&D to business sector.

ICBL is a concept that is significantly wider than an "ordinary" incubator. While the centre is designed to have an incubator function, it contains education and training elements, conference facilities and so called "business gardens" inspired by the Norwegian experience. ICBL has also contacts with Area Science Park from Trieste, Technopark Zagreb and Serbian R&D Centre.

Contact

Website: www.icbl.ba

E-mail: info@icbl.ba

Phone: +387 51 340 600

Fax: +387 51 340 610

Address: Jovana Dučića 23a, 78 000 Banja Luka, Bosnia and Herzegovina

Contact persons:

Vladimir Ćorda, Business Incubator Manager

Phone: +387 51 340 603

Mobile: +387 66 828 481

E-mail: vladimir.corda@icbl.ba

Saša Radetić, Head of consultants

Phone: +387 51 340 604

E-mail: sasa.radetic@icbl.ba

Research Innovative Technology Centre (RITC)

Acronym: RITC

Organisation Type: Research Institute

As stated in presentation of Maja Kišić² - Regional Development Agency for Central BiH Region (REZ) in February 2007, there is a plan of the Agency to create Research Innovative Technology Centre (RITC) with the following objectives:

- To improve the competitiveness of SMEs in processing industry;
- To enhance collaboration between private sector, universities and research institutes;
- To promote and support research and development activities.

More information is available via the Regional Development Agency for Central BiH Region: <http://www.rez.ba>

Contact

Website: www.rez.ba

E-mail: info@rez.ba

Tel: + 387 32 462 161

Fax: + 387 32 441 230

Address: Štrosmajerova 11, 72 000 Zenica, Bosnia and Herzegovina

² http://www.zukunftsregion.org/PortalData/6/Resources/bosnien/maja_kisic_praesentation.pdf

Technology and Development Centre of Technological Business Park Banja Luka

Acronym: TDC TBPBL

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Technology and Development Centre is part of the Technological Business Park Banja Luka (TBPBL) associated with technology oriented universities and other educational or research institutions which facilitates development of SMEs, companies, business people and residents of Technological Business Park through software applications, research and development activities.

The development centre will also have laboratories such as:

- Laboratory for materials testing;
- The centre for wood;
- Laboratory for projects development;
- Laboratory for hydraulics;
- Electro testing laboratory.

Contact

City Development Agency Banja Luka

Website: www.cidea.org

E-mail: info@cidea.org

Phone: +387 51 433 460

Fax: +387 51 433 461

Address: Cara Lazara 42, 78000 Banja Luka, Bosnia and Herzegovina

Contact Person:

Milenko Gemaljević

E-mail: gem@cidea.org

3.2 Clusters

Another crucial element of national innovation systems are clusters can be defined “as a group of firms, related economic actors, and institutions that are located near each other and have reached a sufficient scale to develop specialised expertise, services, resources, suppliers and skills” (EC, 2008: 9). In this way, interactions, the exchange of knowledge, and the presence of a skilled labour force are facilitated and enable clusters to be important drivers for competitiveness and innovation (EC, 2008: 21).

Automotive Cluster BiH (AC - BiH)

Acronym: AC - BiH

Organisation title in local language: Automobilska industrija dostavljača u Bosni i Hercegovini

Organisation type: Cluster/Incubator/Innovation Infrastructure

The main objective of the Automotive Cluster BiH is to increase the competitiveness of all participating companies of the automotive industry. For this purpose, AC BiH combines the competences of its currently 28 members and acts as a platform and motor for technological innovations, national and international cooperation, marketing and sales.

To achieve its objective, AC BiH conducts the following activities:

- Representation of its members in trade associations, other organisations and in the public;
- Preparation of recommendations and strategies for the development of the automotive industry;
- Exchange of information and interests, public relations;
- Initiation and maintenance of horizontal networks (e.g. involvement of suppliers of the same value-added chain in common activities for development, production, sales, etc.);
- Initiation and maintenance of vertical networks (e.g. involvement of enterprises along the value-added chain (R&D, production, marketing) in the systemic build-up of system competence;
- Offering consultancy and services to strengthen the competitiveness of its members;
- Measures for awareness-raising to improve the degree of awareness of its members and the business location BiH for international automotive companies and investors.

Contact

Website: www.made-in-bosnia.org

Phone / Fax: +387 33 668 433

Address: Splitska 6, 71000 Sarajevo, Bosnia and Herzegovina

Contact person:

Kruno Rasic

E-mail: kruno.rasic@ac-bih.ba

Forestry and wood technology organization in Bosnia and Herzegovina (INTERFOB BH)

Acronym: INTERFOB BH

Organisation title in local language: Udruženje šumarstva i prerade drveta
INTERFOB BH

Organisation type: NGO/Innovation Infrastructure/Consulting

INTERFOB BH was founded in Banja Luka (Bosnia and Herzegovina) in July 2006. It is a non-profit, non-governmental development and consulting organization. Its activities involve project engineering, trainings /educational and consulting services in the field of wood technology, forestry, environmental protection, agriculture, light industry, energy efficiency and waste management.

INTERFOB - Bosnia and Herzegovina is an official member of INTERFOB association in Europe. INTERFOB (INTERnationale FORMation du Bois) is international organization of forestry and wood technology in Europe, established in France in 1989.

The mission of INTERFOB is to stimulate development of wood industry, forestry and environmental protection, and to promote new technologies, exchange of information and to promote placement and competitiveness of SMEs.

The main activities of INTERFOB are:

- Promotion of wood industry, forestry and related areas in Bosnia and Herzegovina;
- Education of workforce in wood and light metal industry and development of SMEs;
- Consulting and project implementation in the field of wood industry, forestry, agriculture and other sectors;
- Establishing and implementing Wood technology centre in Banja Luka with four wood technology Laboratories in Technology business park Banja Luka
- Establishing and implementing Wood and Metal Technology Academy in Srbac
- Establishing and implementing Centre for Technical Support for Cluster Drvo Banja Luka
- Consulting service for ISO 9001; ISO 14001; FSC COC and CE sign
- Organization of seminars, trainings, workshops and other kinds of education;
- Publishing and distribution of "INTERFOB magazine" (first magazine in Bosnia and Herzegovina for wood industry, forestry, interior and ecology);
- Web portal for wood industry www.energowood.com
- Training of young engineers in wood industry and forestry;
- Establishing and exchange of cooperation with / between small and medium enterprises (SME), development agencies, expert institutions, government institutions, consulting agencies and INTERFOB organizations in country and abroad;
- Consulting in the area of preparation and implementation of development and other projects;

- Activities in improvement of educational system and educational methods for deficit workforce and administration staff;
- Research and preparation of feasibility studies;
- Energy efficiency optimization within a process, building, or organization;
- Implementation and design of development projects in the area of wood industry, forestry, light industry and other sectors;
- Restitution of first wood technology laboratory in Bosnia and Herzegovina;
- Arrangement for visiting of fairs and companies in BiH and abroad;
- Promotion of MSC and PHD studies in Europe for domestic students.

Contact

Website: www.energowood.com

E-mail: interfob_bih@yahoo.com, office.bl@interfob.rs.ba

Phone: +387 51 354 010

Fax: +387 51 354 010

Contact person:

Zoran Vukovic

Phone: +387 66 820 751; +387 63 560 378

E-mail: zoranvuk@yahoo.com

Wood and Furniture Cluster DRVO Banja Luka

Acronym: DRVO Banja Luka

Organisation title in local language: Drvni Klaster Drvo Banja Luka

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Wood and Furniture Cluster Drvo Banja Luka was established in 2005 by local companies with the support of the City Development Agency (CIDEA) in order to provide a platform for business cooperation, education, exchange of information, and development of SMEs of the wood and furniture industry sector.

Currently, it gathers 12 wood processing companies. The aim is to promote the regional wood and furniture industry and improve the business environment and economic development of this sector.

The Cluster "DRVO" Banja Luka is supported by the City Development Agency (CIDEA), the Republic's Agency for the development of SMEs (RARS) and Chamber of commerce of Republic Srpska. The Cluster DRVO Banja Luka is member of the Southeast and Central European Cluster of Forest-based Clusters.

Contact

Website: <http://www.drvo-klastar.org>

E-mail: info@drvo-klastar.org

Phone: +387 51 310 775

Fax: +387 51 310 775

Address: Knjaza Miloša 67, 78000 Banja Luka, Bosnia and Herzegovina

Contact person:

Vojo Petković

Phone: +387 65 523 019

Wood and Furniture Cluster DRVO Prijedor

Acronym: DRVO Prijedor

Organisation title in local language: Drvni Klaster Drvo Prijedor

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Wood and Furniture Cluster Drvo Prijedor was established in 2005 by local companies with support of the Agency for Economic Development of the Municipality Prijedor (PREDA) in order to provide a platform for business cooperation, education, exchange of information, and development of SMEs of the wood and furniture industry sector. Currently, it gathers 11 wood processing companies. The aim is to promote the regional wood and furniture industry and improve the business environment and economic development of this sector.

The Cluster "DRVO" Prijedor is supported by PREDA, RARS, the Investment Development Bank of Republic of Srpska, Netherlands Development Organization (SNV) and the German Technical Cooperation (GTZ). The Cluster DRVO is a member of the Southeast and Central European Cluster of Forest-based Clusters.

Contact

Website: www.drvo-pd.com

E-mail: drvo-pd@prijedor.com

Phone: +387 52 241 601

Fax: +387 52 241 600

Address: Aleja Kozarskog odereda bb, 79000 Prijedor, Bosnia and Herzegovina

Contact person:

Goran Rodić

Phone: +387 65 765 905

Wood Cluster Association Bosnia and Herzegovina (WC-BiH)

Acronym: WC-BiH

Organisation title in local language: Drvni klaster u BiH

Organisation type: Cluster/Incubator/Innovation Infrastructure

The BH Wood Cluster Association is a private sector group promoting networking and joint activities in research and information dissemination, collaborative operations, and joint marketing. It emerged throughout the USAID Cluster Competitiveness Activity in particularly the Wood Processing and Forestry Cluster (WP&F Cluster).

Contact

Website: www.drvni-klaster.ba

E-mail: director@drvni-klaster.ba

Phone: +387 33 615 565

Fax: +387 33 615 565

Address: Zagrebačka 20/3, 71000 Sarajevo, Bosnia and Herzegovina

Contact person:

Matko Stjepanović, Director

E-mail: director@drvni-klaster.ba

3.3 Technology and Science Parks

According to a definition by the World Bank, a science park is aimed at business support and technology transfer and constituted by several “functional” and “physical” components. On one hand, a science park is characterized by the participation of the following stakeholders: 1) businesses (MNCs, domestic companies, start-ups); 2) knowledge providers (university research and education infrastructures, applied research labs, etc.); 3) industry support services (business incubators and enterprise development areas, usually managed by private operators); and 4) financial support services (venture capital, regional development agencies and banks). On the other hand, a science park offers a physical environment for its purpose through the provision of infrastructure and facilities (office buildings, meeting rooms, transportation, power, ICT connectivity, etc.). (World Bank 2010: 311). The terms technopolis, “technology park”, “science park”, “technology & science park” or “research park” are often used synonymously.

Technological Business Park Banja Luka (TBPBL)

Acronym: TBPBL

Organisation title in local language: Tehnološki biznis park Banja Luka

Organisation type: Cluster/Incubator/Innovation Infrastructure

The City of Banja Luka has passed a decision to establish a Technological Business Park. It will house a technological business park with industrial zone (90% of surface area) and facilities of entrepreneurial infrastructure (incubators, scientific and technological park, starting centre, and logistics).

The Technological Business Park will contain the following divisions:

- Technology and Development Centre is further described in Chapter 3.1.
- Investors Centre-Division within Technology Business Park, which is engaged in promoting investment opportunities in Banja Luka, providing all information to potential investors on available sites and investment opportunities in the City, legal regulations, procedures to start-up business and construction, as well as all other relevant information. The centre will operate under the principle of "One stop shop 'office."
- Entrepreneurial zone Ramici-Arranged infrastructure space on 970 500 mt area will be assigned to entrepreneurs by selling land and compensation for furnishing the land. Parcels were divided according to purpose and to facilities for small plots with an area of 1300 mt to 3000 mt in total area of 257 000 mt and large plants with a surface plot of 10,000 mt to 150,000 mc of total area of 713 500 mt.
- Network incubator will operate within a business entity of TBP's operator. Three types of incubation were planned for purposes such as: Development, production and business incubator. The space provided for the incubation of entrepreneurs at preferential rates is approximately 4000 m, and will be located in well-equipped buildings that are encouraging environment for work, with all facilities which the tenants of the incubator will be able to use.
- Logistic centre is a set of services necessary for the completion of the entrepreneurial infrastructure of the Park and its functioning. The Centre includes: Technological Business Park management – administrative building with a congress centre, Fairground, Multipurpose building for renting to service trade, Truck terminals with customs, warehouse and other services.

Contact

City Development Agency Banja Luka

Website: www.cidea.org

E-mail: info@cidea.org

Phone: +387 51 433 460

Fax: +387 51 433 461

Address: Cara Lazara 42, 78000 Banja Luka, Bosnia and Herzegovina

Contact Person:

Milenko Gemaljević
E-mail: gem@cidea.org

Technology Park Ltd. Mostar (TP Mostar)

Acronym: TP Mostar
Organisation title in local language: Tehnološki park Mostar
Organisation type: Cluster/Incubator/Innovation Infrastructure

The objectives of the Technological Park of Mostar are to:

- Assist in the establishment, growth and development of technical companies;
- Raise the competitiveness of the whole region on the basis of technological development;
- Promote and encourage innovation;
- Support and encourage research in collaboration with the faculties of natural sciences and engineering;
- Arrange technical training for young entrepreneurs.

The park aims to train internationally competitive entrepreneurs with the overall goal to create new jobs and raise the competitiveness of the entire region.

Contact

Website: www.abc.ba
E-mail: tp@abc.ba
Phone: +387 36 327 972
Fax: +387 36 327 972
Address: Bisce polje bb, 88000 Mostar, Bosnia and Herzegovina

Contact Person:

Žana Mrkonjić, Supervisor
E-mail: zana.mrkonjic@abc.ba

3.4 Business Start-Up Centres/ Technology Incubators

Business start-up centres and technology incubators are facilities designed to support entrepreneurship and help start-up companies to survive and flourish through the use of shared resources, management expertise, counselling, training, the provision of services (administrative support, office equipment,

marketing etc.) and networks for potential business partners, etc. (Rouach / Louzoun / Deneux 2010: 12). Technology incubators are primarily focused on technology-based firms.

Agro-incubator Žepče

Organisation title in local language: Agroinkubator Žepče

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Agro-Incubator Žepče was established by the Association of Entrepreneurs and Employers of Žepče in August 2008 with the aim of providing infrastructural support for agribusiness development in the municipalities of Žepče, Zavidovici and Maglaj.

The specific objectives of Agro-incubator Žepče are:

- To provide an increase of quality and quantity of products through use of infrastructural support of Agro-incubator;
- To commercialize products and to facilitate access to the market;
- To provide sustainability and expansion of production through help in access to financial sources;
- To provide business contacts and to connect individual farmers and smes;
- To contribute to integration of agro-business to economical flows and registration of agricultural production;
- Education of farmers about agricultural production and associating.

The Project „Agro-incubator Žepče“ is financed within the CARDS program as a part of the fifth call of the EU to assist small and medium enterprises and regional economic development (EU RED Fund).

The project was founded by the Association of Entrepreneurs and Employers Žepče together with two partners: the Association of Agricultural Producers „Poljoprivrednik“ from Zavidovići and the Association of Agricultural Producers „Jedinstvo“ from Bočinja, Maglaj.

„Agro-incubator Žepče“ is located in a newly reconstructed facility spread on 650 square meters.

Contact

Website: www.upipzepce.com

E-mail: info@upipzepce.com

Phone: +387 32 888 058; +387 32 888 057; +387 32 888 081

Fax: +387 32 888 058; +387 32 888 080

Contact person:

Mira Jovic, Executive Director

E-mail: mirajovic@zona.ba

BOSPER (Bosnian Perspective in Agriculture)

Acronym: BOSPER

Organisation title in local language: Udruženje Bosper

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Association Bosper is a non-governmental organization whose primary goal is to provide a comprehensive service to agriculture producers and foster the development of agricultural production in BiH, in order to reduce poverty in rural area.

Bosper originated in the Lutheran World Federation, agriculture office in Tuzla, a humanitarian organization which successfully implemented numerous project of urgent aid and job creation in Bosnia and Herzegovina during the last decade through the development of agriculture and application of modern technologies resulting in the increase of the quality and quantity of yields. Based on this approach, Bosper continues the work as a local NGO Bosper Tuzla and supported many beneficiaries to perform agricultural production as their primary activity and as their basic source of sustenance.

Bosper's mission follows the idea of "Living by own work" and has already implemented several agricultural development projects with 1-4 years of duration:

- Project on Regional and Local Private Sector Development with Focus on Food Market, supported by Swedish International Development Cooperation Agency (SIDA)
- Project on Capacity Building of Individuals and Groups through training and Education, supported by German organisation- EED
- Project on Reintegration of Communities -Job Creation in Agriculture and Handicraft, supported by HEKS-EPER Switzerland
- Project on Agriculture Development in Cooperation with Local Communities, supported by Municipality Tuzla

The projects are implemented with support of international and local donors and stakeholders and in cooperation with governmental institutions, NGOs and other organizations. Furthermore, Bosper provides education for agricultural producers in introduction and application of new technologies in market oriented production, legal support, connection with suppliers, consultancy, marketing support, etc.

Contact

Website: www.bosper.com.ba

E-mail: bosper@bih.net.ba

Phone: +387 35 317 030, +387 35 317 040

Fax: +387 35 317 041

Address: Bukinje bb, Staklenik kod Termoelektrane, 75000 Tuzla, Bosnia and Herzegovina

Contact Person:

Adnan Hodžić, Director

E-mail: adnan_hodzic@bosper.com.ba

Business and Entrepreneurial Centre - Incubator “Lipnica” Tuzla

Acronym: IC Lipnica

Organisation title in local language: Inkubator "Lipnica"

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business and Entrepreneurial Centre - Incubator “Lipnica” Tuzla was established in 2004 as a Limited Liability Company and its work is regulated by the Law on Public Companies of the Federation BiH. It has official managing structures (the Assembly, the Supervisory Board, and Management) and the Municipality of Tuzla is continuously providing support to the Incubator in order to create better conditions for companies located in the Centre and support expanding capacities and growth of the Centre. The main objective of the Centre is to support potential business start-ups and run entrepreneurial activities especially in the first phases of establishing businesses. The Centre is operating as an incubator facility.

The Business and Entrepreneurial Centre - Incubator “Lipnica” Tuzla is currently using 10,933 m² of facilities divided into 28 individual objects (entire complex covers 159,000 m²). In 2010, the Centre accommodates 32 companies (40% of the companies are business start-ups) with around 280 employees. Companies located there are mainly acting in production and service provision, especially in wood processing, mechanical, aluminium, textile, shoe, paper, chemical and other sectors.

The Centre is financially supported by the Budget of Municipality of Tuzla. This source of funding is regular and provides partial funding for the operational and maintaining expenses. The additional funding is coming from its regular business activities (renting space to businesses, fee for mutual services etc.) and periodically throughout project applications and their implementation (e.g. Cantonal and Federal Funds, EU Funds etc.)

Contact

Website: www.rpctuzla.ba

E-mail: rpctuzla@rpctuzla.ba

Phone/Fax: +387 35 806 371

Cell phone: +387 61 728 999

Address: Proleterskih brigada 60, 75213 Lipnica, Bosnia and Herzegovina

Contact person:

Muris Nišić, Director

Business Incubator in Brčko

Acronym: BI Brčko

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator in Brčko operates on the project's basis of the Department for Economy of the District of Brčko. The Incubator consists of 125 m² for offices and 1,755 m² is covered by entrepreneurial hall.

In 2009 the premises were fully occupied. The Companies located at the compound are mainly active in refinement of metal surfaces, furniture manufacturing and shoe production.

Contact

Website: www.bdcentral.net

Address: Vlada BD, Bulevar mira 1, 76100 Brčko, Bosnia and Herzegovina

Contact Persons:

Belmir Agić, Chief coordinator

E-mail: belmir.agic@bdcentral.net

Rifet Mujanović, Head of Public Affairs

E-mail: rifetmujanovic@bdcentral.net

Business Incubator Jablanica

Acronym: BI Jablanica

Organisation title in local language: Poslovni inkubator Jablanica

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator in Jablanica has been established within the Project "Establishment of the Regional Entrepreneurship Centre in Herzegovina" funded by the European Union. The project was implemented by the Entrepreneurship and Business Association LiNK Mostar, in cooperation with the partner municipalities of Trebinje and Jablanica, the Association of

independent entrepreneurs Jablanica and with support of the Federal Ministry for Development, Entrepreneurship and Craftsmanship.

Business incubator Jablanica was opened in 2008. Three out of eight offices are currently used. The incubator covers a total of 270m².

Contact

Phone: +389 36 752 905

Address: ul. Bitke za Ranjenike b.b., Jablanica, Bosnia and Herzegovina

E-mail: priv.jablanica@bih.net.ba

Contact person:

Alma Bajramović

E-mail: bajramovic_alma@hotmail.com

Business Incubator Prijedor

Acronym: BI Prijedor

Organisation title in local language: Preduzetnicki inkubator Prijedor

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Municipality of Prijedor and the Economic Development Agency Prijedor (PREDA-PD) initiated the creation of the Business Incubator Prijedor with the financial support of Italian programme SEENET, German GTZ, and Swiss SDC.

The Municipality used the property of former army barracks of Palančište (18,063 m²) and now after the redevelopment and reconstruction of the facilities, the renovated object consists of management of the Incubator, surface and other business space.

In 2009 two more buildings were ready for occupancy. Combined, the two renovated buildings offer 688 m² of office space. The second phase was realised with support of funds from European Commission.

The Incubator offers 1.271 m² of office space and there are 7 start-up companies with 41 employees. Average utilisation accounts for 77%. The running costs of the incubator are financed by the Municipality of Prijedor. There are plans to extend the Incubator.

Contact

Economic Development Agency Prijedor

Website: www.preda.rs.ba

E-mail: office@preda.rs.ba

Phone: +387 52 241 600

Fax: +387 52 241 601

Address: Aleja Kozarskog odreda bb, Prijedor, 79000 Republika Srpska,
Bosnia and Herzegovina

Contact person:

Branislav Vujasin

E-mail: piprijedor@spinter.net

Business Incubator Sarajevo

Acronym: BI Sarajevo

Organisation type: Cluster/Incubator/Innovation Infrastructure

The SERDA Business Incubator was officially opened in May 2005 with the aim of establishing the appropriate infrastructure and creating favourable business climate for support to SMEs. The incubator is located in Sarajevo and has 1,000 m² of office space for the disposal including the educational centre with 2 IT classrooms, conference hall for 100 people.

The project "business incubator" is a result of partnership between Sarajevo Economic Region Development Agency (SERDA) and Spanish Agency for International Cooperation (AECI), Barcelona Aktiva and the Municipality of Barcelona. The value of the project was EUR 688,000. The cofinancing from Spanish donators was concluded in 2007 and the project has been financed by the SERDA funds since August 2007.

18 enterprises (88 employees) are currently located in the incubator, which are using incubator's office space (up to 3 years) and consulting and educational services. Within its educational centre, the incubator provides its internals and also external clients variety of seminars, workshops and lectures: e.g. language courses (English, Spanish), European Computer Driving License (ECDL), seminars for potential entrepreneurs, introduction to ISO Standards, IT, project cycle management, HACCP courses, and courses for unemployed people.

Contact

Sarajevo Economic Region Development Agency

Website: www.serda.ba

E-mail: sanela@serda.ba

Phone/Fax: +387 33 703 547

Address: Hamdije Cemerlica 2/11, Sarajevo, Bosnia and Herzegovina

Contact Person:

Sanela Dzevlan, Senior manager
E-mail: sanela@serda.ba

Business Incubator Trebinje

Acronym: BI Trebinje
Organisation title in local language: Poslovni inkubator Trebinje
Organisation type: Cluster/Incubator/Innovation Infrastructure

Within the project "Establishment of the Regional Entrepreneurship Centre in Herzegovina" the Business Incubator Trebinje has been established in 2009. The major financial support for its establishment was provided by EU (88%). The project was implemented by Mostar Business Association LiNK in cooperation with the partner and co-financers, municipalities Trebinje and Jablanica.

The key goal of this incubator is to support small and medium enterprises, especially start-up companies by reducing initial costs of setting up a business. Furthermore it provides assistance in selection and analysis of business ideas, registration and partnerships, in linking potential business partners and in facilitating business initiatives. The business incubator offers possibilities for development of new businesses and application of modern technology as well as new business, technical, organisational and marketing structures and methods.

The Incubator offers 570 m² of office space and there are 7 start-up companies with 17 employees.

Contact

E-mail: poslovniinkubator@gmail.com
Phone: +387 059 240 754
Address: Stepe Stepanovića b.b., Trebinje, Bosnia and Herzegovina

Contact person:

Slaviša Jaredić
E-mail: poslovniinkubator@gmail.com

Business Incubator Zavidovići

Acronym: BIZ
Organisation title in local language: Poslovni inkubator Zavidovici
Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator Zavidovići was founded by the RAZ Zavidovici (Development Agency (RAZ)) of the Municipality of Zavidovići. At the moment the RAZ Agency, which also manages the Incubator and the Association of Independent Entrepreneurs are located at the Business Incubator. The Incubator consists of 150m² for offices and 900m² is covered by entrepreneurial hall. The incubator provides the following services: renting of business space, assistance of identification of business opportunities and creation, evaluation of business plans, business planning and administrative support. In 2009, nine entrepreneurs were using the facility creating 60 jobs. In 2010 the number of entrepreneurs increased to eleven whereas the number of employees declined to 37.

Contact

Website: www.zavidovici.ba

E-mail: opzdici@bih.net.ba

Phone: +387 32 878 314

Fax: +387 32 868 230

Address: Mehmed-paše Sokolovića bb, 72220 Zavidovići, Bosnia and Herzegovina

Contact person:

Samir Pinjić

Phone: +387 32 878 315

Business Incubator Zenica

Acronym: BIZ

Organisation title in local language: Poslovni incubator Zenica

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator Zenica (BIZ) is located in business zone Zenica 1 and started to operate in 2005.

The initiative (Business Incubator Zenica) aims to promote and develop the idea of entrepreneurship and to provide support to SMEs in Zenica Municipality and the whole Central Bosnia Region. The partners are: governmental institutions (Ministry of Economy of Zenica-Doboj Canton, Business Service Centre of Zenica-Doboj Canton), educational institutions (University of Zenica) REZ-RDA Regional Development Agency for Central Bosnia Region, Business start-Up Centre Zenica.

This partnership is a result of the common interests in promotion and development entrepreneurship in Zenica Municipality.

The market analysis and analyses of the business climate in Zenica Municipality showed the unavailability of business premises at low prices, as well as lack of entrepreneurship tradition in the SME sector.

At the moment, BIZ includes 29 business space units: 25 of them are suitable for workshop activities and 4 of them are suitable for office related activities (all facilities are currently used).

The specific objectives of BIZ (e.g. creation of the new jobs and support to economic development in the Municipality, entrepreneurship promotion, support to private sector development and development of the export potentials, promotion of the technology transfer among companies, etc) are fulfilled by following services:

- Renting of the business spaces at favourable conditions (lower prices);
- Assistance in identification of business opportunities and creation, evaluation of business plans;
- Regular support to entrepreneurs through business consultancy and support in solving the problems;
- Business planning and business matchmaking;
- Training programmes (Business English, provision of educational facilities including audio-visual equipment); and
- Administrative support.

The renovations of BIZ buildings were financially supported from the several donors (Zenica Municipality, Government of the Zenica – Dobož canton, Federal Ministry of Development, Entrepreneurship and Crafts, Piedmont Region – Italy, EU QIF, EU READ CARDS funds, etc). Operational costs of the Business Incubator Zenica are covered by the Zenica Municipality budget, revenue earned from rental of the business spaces and other funding.

The buildings of BIZ and the land are owned by Zenica Municipality. Mayor of Zenica Municipality has brought decision by whose power management over the Business Incubator was assigned to ZEDA Agency. ZEDA is in charged for the operational activities (day-to-day work) in the incubator. ZEDA Agency's team provides and organizes consultancies, trainings, and support in business planning to tenants of the business incubator.

Contact

Website: www.zeda.ba

E-mail: info@zeda.ba

Phone: + 387 32 449 410

Fax: + 387 32 449 415

Address: Školska 4, 72000 Zenica, Bosnia and Herzegovina

Contact person:

Muhsin Ibrahimagić, Director

E-mail: muhsin@zeda.ba

Business Incubator Zepce

Acronym: BI Zpece

Organisation title in local language: Poslovni inkubator Žepče

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Incubator in Žepce was created in 2003 by Association of entrepreneurs and employers Zepce, a non-profit and non-governmental organisation, which supports development of SMEs and agricultural sectors. The incubator is oriented towards private sector development. Apart from business counselling (e.g. how to register company, preparation of business plans, creating and implementing projects from different donors), the incubator provides specific trainings, technical and administrative services, printing of promotion materials, and assures other PR activities.

Contact

Website: www.upipzepce.com

E-mail: upipzepce@gmail.com

Phone: +387 32 888 058; +387 32 888 057

Fax: +387 32 888 058

Address: UPIP Žepče, Stjepana Radića bb 72230 Žepče

Contact persons:

Marko Lovric, President

Mira Jovic, Executive Director

Business Innovation and Technology Centre Tuzla

Acronym: BIT Centre Tuzla

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Innovation and Technology Centre Tuzla (BIT Centre Tuzla) was established in October 2005. The BIT Centre project has four partners: Tuzla Municipality and University of Tuzla as local partners and SINTEF (Foundation for Scientific and Industrial Research at the Norwegian Institute of Technology) and Grey (Industrial Development Corporation of Norway) as international partners.

A main goal of BIT Centre Tuzla is to provide an opportunity for young prospective experts and entrepreneurs to start and develop their businesses, which are in the domain of ICT, to support development using Seed Capital

Fund and to give core knowledge in business as well in ICT which can support development of the company. The main objectives of the BIT Centre project are written in the Memorandum of Understanding (MoU) signed by the Municipality and the Norwegian Ministry of Foreign Affairs on September 23, 2004.

There are three types of companies/projects in BIT Centre (1.080 m² of office space). There is "idea developers" (projects), "Start-up companies", and young established companies with a growth potential. Most of the companies supported in BIT Centre are start-up companies.

BIT Centre Tuzla has three components: ICT Business Incubator, ICT Training Centre, and ICT Research Centre.

The purpose of the Incubator is to assist in and speed up business development processes in companies located in the BIT Centre Tuzla. This objective is to be met by providing incubator companies with enabling tools, training, infrastructure and other support necessary to create financially stable high growth enterprises. Additionally, the BIT Training Centre was established in May 2006 with the same focus and first steps were made in establishing BIT Research Centre.

The BIT Centre Incubator provides ideal environment and support for new and existing ICT business. The Incubator offers: financial, administrative and management support services; shared facilities including meeting and conference rooms, reception, information desk and cafeteria; and technical features (internet connection, printer, copier). Other professional services e.g. business consulting, business trainings, business matchmaking, transfer of knowledge and technologies, application for Seed Capital Fund and help in finance, marketing, accounting and law is being offered.

The companies established and developed with the help of the premises and services provided by the BIT Centre created new jobs. In January 2009, BIT Centre hosted 14 companies, one research project and 76 employees working in companies.

The BIT Centre Tuzla cooperates with University of Tuzla, especially with Faculty of Electrical Engineering, but also with other faculties. The Centre was intermediate in setting up specialized laboratory for student's education and training in programming and development of microcontrollers.

Contact

Website: www.bit.ba

E-mail: info@bit.ba

Phone: +387 35 304 650

Fax: +387 35 258 280

Address: Trg slobode 16, 75000 Tuzla, Bosnia and Herzegovina

Contact person:

Mr. Robert Martić, Director

Phone: +387 61 739 350

E-mail: robert@bit.ba

Business Start-Up Centre University of Tuzla

Acronym: BSC Tuzla

Organisation title in local language: Business Start-Up Centre Univerzitetu u Tuzli

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Start-Up Centre is located at rectorate of Tuzla University. The Centre is financially supported by Federal Ministry of Foreign Affairs Republic of Austria and local NGO Taldi Tuzla.

The Centre's aim is to promote and develop the idea of entrepreneurship among students of all faculties at the University of Tuzla. The Centre provides additional education, trainings and consultancy services with the aim to encourage students to start up their own business.

The target groups of the Business Start-Up Centre University of Tuzla are:

- Graduate students of all faculties;
- Young people who recently completed studies and didn't find employment yet; and
- Post-graduate students

The Business Start-Up Centre has a team of consultants, who are giving lectures, consultancies and examples from their expert's experiences. The education in the Centre covers the following themes:

- Product development;
- Market and Competition;
- Organization and management of SMEs;
- Marketing;
- Financial plan/Finances/Resources and Legal framework for the registration of SMEs.

Contact

Website: www.bsc.untz.ba

E-mail: bsc@untz.ba

Phone: +387 35 300 510

Fax: +387 35 300 517

Address: Business start-up centre Rectorate at University of Tuzla, 6, Muharema
Fizovića Fiska, 75 000 Tuzla, Bosnia and Herzegovina

Contact persons:

Alan Topčić, Project Coordinator at University of Tuzla, Mechanical Faculty

Address: Mašinski fakultet, Univerzitetska 4, 75000 Tuzla, Bosnia and Herzegovina

E-mail: alan.topcic@untz.ba

Phone: + 387 35 320 944

Fax: + 387 35 320 921

Sanja Hajdukov, Project Coordinator at Rectorate at University of Tuzla

E-mail: sanja.hajdukov@untz.ba

Business Start-Up Centre Zenica (BSC Zenica)

Acronym: BSC Zenica

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Business Start-Up Centre Zenica as a part of a wider regional network of Business Start-up Centres and Incubators in South Eastern Europe (BSC Network - covering Serbia, Montenegro, UNMIK/Kosovo, FYR of Macedonia and BiH) was established on May 8, 2007, when the Memorandum of Understanding (MoU) was officially signed.

The Centre is supported by SPARK (formerly ATA - Academic Training Association) through a grant of the Dutch Government and also local partners provide contributions in kind.

The BSC Zenica offers young entrepreneurs (up to the age of 35) training, consultancy, working pspace and access to micro-credit, which will lead to the establishment of new and innovative SMEs.

Contact

Website: www.bsczenica.org

E-mail: info@bsczenica.org

Phone: +387 32 201 230

Fax: +387 32 201 231

Address: Business Start-Up Centre Zenica, Faculty of Metallurgy and Materials Science – Zenica, Travnicka Cesta 1, 72 000 Zenica, Bosnia and Herzegovina

International Business Centre Mostar

Acronym: Tehnološki Park Mostar

Organisation type: Cluster/Incubator/Innovation Infrastructure

The Centre was established in 2008 as part of the Technology Park in Mostar with the support of public and private partnership. Among others, the Centre was supported by the city of Mostar, both Universities in Mostar, the government of Herzegovina-Neretva Canton, the Chamber of Commerce of FBiH, Chamber of Trade of FBiH and the Regional Development Agency for Herzegovina (REDAH) and ALFA THERM company from Mostar. The centre has 5000 m2 available for its activities.

The main goal of the Centre Mostar is to increase the number of SME's based research and innovations, and to create pre-conditions for a knowledge-based society

by training the local staff to the state of the art skills and advanced technologies, and to assist the transformation of universities from teaching-based institutions to research and innovation spin-off institutions. There is also a strong need to prevent brain-drain, especially in Herzegovina region.

Contact

Website: <http://www.abc.ba/>

Address: Bišće polje bb, Mostar, 88000, Bosnia and Herzegovina

Contact Person:

Mr. Mladen Kostić, Director

E-mail: mladen.kostic@abc.ba

Phone: +387 63 345 866

Žana Mrkonjić, Supervisor

E-mail: zana.mrkonjic@abc.ba

Phone: +387 36 327 972

NBR Business Incubator

Acronym: NBR

Organisation title in local language: Poslovni Inkubator u Gradaccu, Modrici i Samcu

Organisation type: Cluster/Incubator/Innovation Infrastructure

The NBR Business Incubator was established in 1998 in Gradačac. Today, the Business Incubator has premises in Modriča Municipality and it is one of the biggest incubators in BiH and the Region (at least when it comes to space available to businesses – 8,250 m²). The incubator is registered as NGO and participates actively in the BiH Incubators Network. NBR is currently implementing two EU funded cross-border cooperation projects with a challenging aim to further improve entrepreneurial infrastructure in the region.

The incubator was originally established to resolve high unemployment of local population. Currently there are 13 beneficiaries (SMEs) with around 250 employees.

Nowadays, the NBR Business Incubator is moving its function from job creation (although, the high unemployment is still a big issue in the local community) toward provision of sophisticated services that businesses need in order to develop, expand and export. Such services include the provision of soft (funding and fund raising, advising, consulting, internationalization, business planning, and connection with scientific institutions etc.) and hard infrastructure to SMEs (currently focusing on development of business zones

in the region). Additionally, the incubator provides services to local communities (advising, consulting, project cycle management, etc.) and networks development organizations within the region.

The objectives of NBR Business Incubator are:

- To provide work space for businesses;
- To provide services simplifying the work of businesses and preparing them for open market; and
- To involve other development actors in incubation process (e.g. local communities, universities etc.).

In order to further promote the concept of business incubation in Bosnia and Herzegovina (to include it in national policies), NBR initiated and established the BH Incubators network.

The incubator is financially supported by: EU funds, own beneficiaries, local fund (local municipalities and other governments), other international organizations and by selling services of the incubator.

Contact

Website: www.nbrudruzenje.org,
www.nbrudruzenje.org/uploads/smartsection/1242909382.pdf
E-mail: pitcentar.nbr@gmail.com
Address: Tarevci bb, Modriča, Bosna and Herzegovina

Contact person:

Enver Sarvan

NGO Krajina - Business Incubator Banja Luka

Acronym: BI Banja Luka

Organisation title in local language: Poslovni Inkubator Banja Luka

Organisation type: Cluster/Incubator/Innovation Infrastructure

NGO Krajina is non-government citizen's organization established on in April 1996 and registered since 1997 in Municipal Court in Banja Luka. The NGO Krajina has implemented 156 international and domestic projects in the field of civil society development, institutional and new non-government organizations strengthening revitalization of local development agencies, SMEs and agricultural sector and many others. The business incubator in sector of agriculture is one of the current projects within the Organisation.

The Business Incubator Banja Luka has three offices located in area of Banja Luka, Nova Topola and Derventa and 11 employees. The incubator is financially supported by EU, Banja Luka City and Laktaši Municipality.

All offices of the Business Incubator Banja Luka are primarily active in development and expansion of agricultural production (production of organic food, fattening of stock and establishment of small farms) and development of SMEs. Besides activities in producing healthy food, the incubator is also developing a project focusing on production of remedial herb, setting up new technologies (site on Manjaca and micro-sites in the area of municipalities of Teslić, Čelinac, Prnjavor, Laktaši and Gradiska). The incubator established the first electronic Agro-stock market in BiH, which found the cooperation with "Poljopriveda.info" (agricultural internet magazine) and "Vibiliom" (service of business information).

Services provided by the Business Incubator Banja Luka include:

- Specific training for agricultural producers and cooperatives (e.g. municipality administration in admission process and methodology in agriculture in accession to EU);
- Support in writing project proposals and their implementation;
- Consultancy in agriculture management.

In February 2011 there was no additional information on the operations of the business incubator available. The Websites last update was in 2008.

Contact

Website: www.agroberza.net

Phone: + 387 51 433 370

Fax: + 387 51 433 371

Address: Kalemegdanska 16, 78000 Banja Luka, Bosnia and Herzegovina

Contact person:

Mirela Zrnić, Director

E-mail: ngo.dem@blic.net

University Entrepreneurship Centre, Banja Luka University

Acronym: UIC

Organisation type: Cluster/Incubator/Innovation Infrastructure

This centre was established in 2009, with the aim to strengthen University capacities in order to support economical and social development if the

community, through stimulation of business, innovation and enterprises development.

Their assignments are:

- Promotion of innovation and business among students and teachers;
- Bringing market needs closer to the university, adapting by means of creating new programmes and curricula.
- Development of innovative business activities during realization of diploma and seminary works.
- Help in research creation for the doctoral and magister thesis purposes, according to economy needs.
- Business plans development and help in establishment of the new companies based on new prototypes development.
- Promotions of the communications technologies as important part of innovative process as well as education process.
- Support programmes to development of spin-off and spin-out companies in side of academic community and support to SME.
- Support to innovative people in realization of their ideas.
- Support of cluster organization of SME, technology transfer, technology parks and incubators development.

Contact

Website: www.upcbl.com

E-mail: info@upcbl.com

Phone: +387 5134 9971

Fax: +387 5134 9972

Address: Bulevar vojvode Petra Bojovića 1A , 78000 Banja Luka, Republika Srpska, Bosnia and Herzegovina

3.5 Other related Organisations

In addition to the above presented main innovation infrastructures, other organisations exist such as regional development agencies, banks and business support centres, etc. which provide special services which foster innovation and have positive impact on innovative entrepreneurship. The following chapter tries to give an overview of other innovation-related organisations.

Association of the Inventors of Bihac

Organisation title in local language: Udruzenje inovatora Bihac

Organisation type: Association

This is a new organisation with links to the Inventors Association of Bosnia-Herzegovina, the Technological Faculty at the University of Bihac and other organisations.

Contact

Website: www.inova-bihac.com

E-mail: association@inova-bihac.com

Address: Bihać USK, Bosnia and Hercegovina

Contact person:

Ljubomir Samardžija, Director

E-mail: ljubsa@bih.net.ba

Phone: + 387 37 223 793

Association of the Inventors of Republic of Srpska

Organisation title in local language: Savez inovatora Republike Srpske

Organisation type: NGO

According to Association program, the Agency:

- Tries to initiate and influence the development and finalization of Strategies related to innovative sector, supported by adequate measures of economy and politics;
- Tries to initiate Laws about innovative activities and creation of adequate innovation support infrastructure;
- Supports and develops innovative activities, etc;
- Jointly organises with Banja Luka City Innovators Association on a standard basis the “INOST of the Young People” an exhibition supporting young inventors. The important issue is science and R&D popularization among young population.

Contact

Website: <http://www.savezinovatorars.org/index.php?lang=en>

E-mail: info@savezinovatorars.org

Phone: +387 51 461 200

Address: Starine Novaka Street 1a-b 78000, Banja Luka, Republic of Srpska, Bosnia and Herzegovina

City Development Agency of Banja Luka (CIDEA)

Acronym: CIDEA

Organisation title in local language: Gradska razvojna Agencija Banja Luka

Organisation type: Agency

The City Development Agency of Banja Luka (CIDEA) was founded by Decision of Assembly of the city of Banja Luka (Republika Srpska, Bosnia and Herzegovina) and it has the status of the juristic person: administrative, non profit organization. The CIDEA is the link between the city administration and other stakeholders participating in the local development.

The vision of the Agency is to become the leading institution for the development of the city of Banja Luka, primarily in the area of capacity development and creating favourable climate for the development of the economy. The CIDEA has its mission to provide support to existing and potential small and medium-sized enterprises and entrepreneurs to encourage their development and contribute to the growth of gross domestic product and create new jobs.

The main aims of the CIDEA activities are the following:

- Coordinated planning and implementation of development projects;
- Developed sector of entrepreneurship and growth of smes;
- Educated and competitive workforce and developed information system for monitoring the development and influence the results of implemented projects;
- Support innovations and application of new technologies.

The main activities that the CIDEA has been performing are focused on identification and implementation of development projects that are facilitating and accelerating development of entrepreneurship and have positive impact on employment rate in the city as well as development of the other projects assigned by the City. Particular attention is given to the projects identified in the Development Strategy of Banja Luka City. CIDEA is focused on support to innovations and application of technologies through its mentioned projects and currently active financial tools that manages.

The most important projects that the CIDEA works on related to Innovation Infrastructure are:

- Techno business park Banja Luka with Business Incubator inside where innovative SME are very welcome and supported and
- Development and Technology centre that includes: laboratory for materials testing, the centre for wood, laboratory for projects development, laboratories for hydraulics and electro testing laboratory, support to establishment of new companies, transfer of technology and intellectual property, commercialisation of technology, establishment of institutes, certification and university laboratories etc.

Contact

City Development Agency Banja Luka

Website: www.cidea.org

E-mail: info@cidea.org

Phone: +387 51 433 460

Fax: +387 51 433 461

Address: Cara Lazara 42, 78000 Banja Luka, Bosnia and Herzegovina

Contact Person:

Milenko Gemaljević

E-mail: gem@cidea.org

Inventors Association of Bosnia and Herzegovina (SIBIH)

Acronym: SIBIH

Organisation title in local language: Asocijacija inovatora BiH

Organisation type: Association/NGO

Inventors Association of Bosnia and Herzegovina is specialized in the field of renewable energy. The Association deals with activities related to renewable energy - ecological hydropower plant, energy efficiency and collection of floating waste from the sea surface. The company has the technology to collect all the floating plastic waste from the sea surface. The waste can be recycled and returned to the plastics industry.

The Inventors Association of Bosnia and Herzegovina is an internationally well established organisation and is a member of International Federation of Inventors' Associations (IFIA).

Contact

E-mail: sibih@smartnet.ba

Phone: +387 61 190 211

Fax: +387 33 470 029

Address: Ulica M.M. Baseskije 63, Bascarsija, BH-71000 Sarajevo, Bosnia and Herzegovina

Contact persons:

Mr. Zahid Pita, President

Mr. Husein Hujic, Secretary General

LINK Association

Acronym: LINK

Organisation type: Association/NGO

The LINK Association is the entrepreneurship and job association, which was established in 2001 and is supported through the project of the Italian NGO COSPE. Since its establishment, the Association follows working model of the European associations for development of entrepreneurship. LINK promotes economic development through representation of the interests of companies and entrepreneurs and providing quality services to those who are starting their businesses or improving it.

The Association was registered as Citizens Association on April 17, 2001, care off the Ministry of Justice, Hercegovačko-neretvanski Canton. The Association bases its work on Services Centre that provides business consultancies to its membership. Internal organization, technical and human resources are based on the need of rapid and dynamic development, putting priority on improvement of quality in implemented projects and services. LiNK associates private entrepreneurs and civilians who would like to start or improve their business. Currently the Association has 220 members, mostly micro-business and small companies.

Key players in the development on innovation infrastructure in the BiH are also Regional Development Agencies (RDAs) and also Business Support Centres (BSCs). As stated in the Mapping and Analysis of Existing BiH - SME and RED Institutional Framework (August 2006), they were primarily set up to assist regions undergoing economic crisis to identify new economic opportunities. RDAs act as the catalyst, and driving force of the regional development process. In the broadest sense, RDAs have a wide remit which encompasses developing a strategic framework, establishing mechanisms for consultation with partners in the region, coordinating and representing partners' views, managing and implementing projects and providing or identifying sources of matching funding for projects.

There is no universal model or structure for the ideal RDA, each country has its own concept. RDAs can be funded in different ways, but are usually established and supported significantly by national governments and /or municipalities.

The more common activities RDAs engage in include:

- Regional Strategic Planning;
- SME Development;
- Training;
- Regional Marketing and Promotion;
- Development of Business Parks, Enterprise Zones, Business Incubators; Innovation Centres and Technology Parks;
- Rural development and Tourism;
- Attracting Direct Foreign Investment; and
- Participating in EU funded programmes and pilot projects.

As mentioned previously, RDAs are one of the key players in initiating and coordinating regional development strategies, which is normally a requirement before EU funds are dispersed within a region. By harnessing all economic forces and assets, RDAs are central to promoting dynamic regional development and securing positive change, through new development projects, that impact directly on the overall social and economic fabric of a region.

In 2003, there was a network of 5 Regional Development Agencies (RDAs) established under the framework of Regional Development Project supported by EC, covering the whole territory of BiH: North East BiH (NERDA); Herzegovina (REDAH); Sarajevo (SERDA); Central BiH (REZ-RDA); and North-West BiH (ARDA).

Contact

Website: www.linkmostar.org

E-mail: info@linkmostar.org

Phone: +387 36 580 151

Fax: +387 36 580 151

Address: Bulevar narodne Revolucije 55 A, Mostar, Bosnia and Herzegovina

Contact Person:

Tomislav Majic, President

E-mail: tomislav_majic@linkmostar.org

Regional Development Agency for Herzegovina (REDAH)

Acronym: REDAH

Organisation type: Agency/Fund

REDAH is a non-government, non-profit and independent regional development agency for Herzegovina founded by the regional economic development entities in 2003 for the purpose of promoting, coordinating, planning and implementing development activities in the region. The work of REDAH is based on partnership between public, private and non-government sector, which is considered as the key for success.

As a part of the process of improving the economic development through an integrated regional approach, that has been implemented through the project of the Delegation of the European Commission to Bosnia and Herzegovina for regional development (EU RED), Regional Development Agency for Herzegovina (REDAH) has been created, the Agency which is one of the five

regional development agencies for each of five economic regions in Bosnia and Herzegovina.

Its vision is to transform Herzegovina into a developed and competitive economic region within the European Union. To achieve this goal, REDAH's mission is to be a catalyst that will structure and provide comprehensive support to the regional economic development of Herzegovina region as well as Bosnia and Herzegovina. Within its mission and defined goals, REDAH implements its activities in order to fulfil its priorities defined in the Regional Development Strategy, which present the basis for REDAH activities. All activities are based on previously made analyses and determined needs. In addition to its current activities, REDAH implements its activities also through series of projects that are grouped as follows:

- **Cooperation with Local Communities (Municipalities, Cities And Cantons)** (Capacity Building and Capacity Strengthening Programme for preparation and implementation of projects in the units of local self-government; Practical School of Regional Development [strategic planning, PCM, information seeking, EU funds]; Provision of guidelines and assistance in the process of strategies preparation; expert assistance in the process of projects preparation and implementation; strengthening of capacities for implementation of cross-border programme; projects of sustainable return in Čapljina, Mostar, Konjic, Stolac and Berkovići; transfer of LEADER method for rural development and diversification designed for the groups of municipalities; analysis of administrative capacities of the municipalities from Herzegovina region);
- **Entrepreneurship** (Regional Info Centre, Voucher Scheme for Trainings and Business Advising, Labour Market Analysis in Herzegovina, Analysis of Entrepreneurs Needs for Trainings in Herzegovina, Consulting Market Analysis in Herzegovina, Project of Stimulating the Export into the European Union through cooperation with CBI, Analysis and Creation of Database on Unused Natural and Industrial Resources, Building and Strengthening of Capacities for Developing and Managing Business Infrastructure in Herzegovina);
- **Rural Development and Agriculture** (Centre for Rural Development and Agriculture in Herzegovina; education programme in the field of rural development, agriculture and rural tourism in Herzegovina; organisation of practical schools on agriculture in Herzegovina; support to preservation of autochthonous animal breeds in Herzegovina; protection and valorisation of traditional agricultural products);
- **Tourism** (preparation and publication of the series of promotional material for Herzegovina, classification and standardization of agro-tourist facilities in Herzegovina; International Tourism Days; International Conference on Tourism Possibilities of Adriatic Hinterland; strengthening of stakeholders capacities in the

field of rural tourism; development of tourism in Southern Dalmatia and boundary areas of Herzegovina).

Major projects include:

Regional Info Centre (www.ric.redah.ba)

The website RIC is the result of networking of 22 municipalities in Herzegovina region. The main goal of this project is to create basic preconditions for a faster economic development through ensuring more dynamic and functional environment in municipalities of Herzegovina.

On the RIC portal, users can find a data base with more than 18,000 crafts and companies from Herzegovina, as well as data on all business sectors, unused resources and projects implemented in the Herzegovina region. Apart from this, RIC gives information on procedures for registration of crafts and companies along with all necessary forms for registration, as well as most recent tenders, laws and business news. Furthermore, RIC users can access offers of all banks, micro-credit organizations, local authorities and EU funds, information from Employment Institute, information on trainings, fairs, situation at stock exchanges and many more useful information.

Centre for rural development and agriculture (www.crrp.redah.ba)

The Centre for rural development and agriculture is a three-year-project approved and mostly financed by Spanish Agency for International Cooperation AECID. REDAH is a partner of the AECID in the project and its direct implementer, while the partner is the Federal Agro-Mediterranean Institute.

The general goal of the project is to increase the level of rural and agricultural development in Herzegovina region by supporting the creation and consolidation of the Centre for rural development and agriculture of Herzegovina region. The project is targeted at the following users: agriculture producers and processors in the Herzegovina region; associations, cooperatives and other types of organisations of commercial character in agricultural sector; municipalities of Herzegovina; students and professors of agronomy; population of Herzegovina region, which life conditions will be improved.

Voucher Scheme of trainings and counselling for business subjects

In March of 2008 REDAH started with implementation of project "Voucher Scheme of trainings and counselling for business subjects". This project is financed by the Spanish Agency for International Cooperation – AECID with the main purpose of strengthening competitiveness of the small and medium enterprises in the Herzegovina region through counselling system by trained and certified consultants. There are 2 types of subventions in the project, and those are:

- 100% subvention for counselling for start-up enterprises and sensitive groups;
- 50% subvention for counselling of existing enterprises.

Contact

Regional Development Agency for Herzegovina:

Website: www.redah.ba

E-mail: info@redah.ba

Phone: +387 36 557 210

Fax: +387 36 557 211

Address: Bulevar narodne revolucije 17, 88 000 Mostar, Bosnia and Herzegovina

Branch Office / Regional Info Centre

Web: www.ric.redah.ba

E-mail: ric@redah.ba

Phone: +387 36 580 719

Phone/Fax: +387 36 580 121

Centre for Rural Development and Agriculture

E-mail: crrp@redah.ba

Phone: +387 36 480 935, 480 936

Phone/Fax: +387 36 480 934

The Department of Economic Development, Sport and Culture of Brčko District

Acronym: DoEDSC

Organisation title in local language: Odjeljenje za privredni razvoj, sport i kulturu

Organisation type: Government/Ministry

The division for economic development of the Department of Economic Development, Sport and Culture of Brčko District (DB) is responsible for SME development. Since 2001, the key focus has been on establishing the Regional Development Agency (RDA) of Brčko District as the implementing agent, targeted by the framework provided by the approved Regional Development Strategy (2002 - 2006). The RDA has developed a "one-stop-shop" for business registration; delivers business support services; deals with trade and investment promotion, etc. To coordinate SME policies at the entity level an Advisory Body has been implemented within the department.

Contact

Website: www.bdcentral.net

E-mail: perogudeljovic@bdcentral.net

Phone: +387 49 240 600

Address: Bulevar Mira 1, 76100 Brčko District, Bosnia and Herzegovina

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Innovation Centre Banja Luka

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5 List of Acronyms

AIC - Adriatic-Ionian Council

AED - Academy for Educational Development

AgroLink - Agribusiness e-Biz Centre

All - Adriatic - Ionian Initiative

ARTECO – Wood Technology e-BIZ Centre

BAS - Business Advisory Service Programme BiH

BiH - Bosnia and Herzegovina

BIP – Business Innovation Programme

BIT Centre - Business Innovation and Technology Centre Tuzla

BIZ - Business Incubator Zenica

BMZ - German Federal Ministry for Economic Cooperation and Development

BOSPER - Bosnian Perspective in Agriculture

BPD - Business Plan Development

BSC Zenica - Business Start-Up Centre Zenica

BSC Tuzla - Business Start-Up Centre University of Tuzla

BSCs - Business Support Centres

CARDS - Community Assistance for Reconstruction, Development and Stabilisation

CIDEA - City Development Agency of Banja Luka

CIP - Entrepreneurship and Innovation Centre

CREDO - Competitive Regional Economic Development

DB - District of Brčko

DOT-COM - Digital Opportunity through Technology and Communication Alliance

EBRD - European Bank for Reconstruction and Development

EDC - Education Development Centre

EC - European Commission

ECDL - European Computer Driving License

EI - Excellence in Innovation Project

EIB - European Investment Bank

EU - European Union

FBiH - Federation of BiH

FIPA - Foreign Investment Promotion Agency of Bosnia and Herzegovina

FRIMA – Fostering Innovations for Rapid Market Advancement

FMRP - The Federal Ministry of Development, Entrepreneurship and Crafts

FP7 - 7th Framework Programme for Research and Technological Development

FwA - Framework Agreement

FYR of Macedonia - Former Yugoslav Republic of Macedonia

GIZ - Deutsche Gesellschaft für Internationale Zusammenarbeit

GP - Growth Programme

ICBL - Innovation Centre Banja Luka

ICT - Information and Communications Technology

IPA - Instrument for Pre-Accession Assistance

ISPA - Pre-Accession Structural Instrument

MCA – Ministry of Civil Affairs

MIER - RS Ministry of Industry, Energy and Mining

MoFTER - Ministry of Foreign Trade and External Relations

MoU - Memorandum of Understanding

MTTC – Technology e-BIZ Centre; Centre of Advanced Technologies

NERDA - Regional Development Agency Tuzla

NGO - Non-Governmental Organization

NMFA - Norwegian Ministry of Foreign Affairs

ORF - Open Regional Fund

PFI - participating financial intermediaries

PHARE - Poland and Hungary: Aid for Restructuring of the Economies

PRED-PA - Economic Development Agency Prijedor

QIF - Quick Impact Facility

RARS - Agency for Development of Small and Medium-sized Enterprises in
Republic of Srpska

RDAs - Regional Development Agencies

RED - Regional Economic Development

REDAH - Regional Development Agency for Herzegovina
REZ - Regional Development Agency for Central BiH Region
RITC - Research Innovative Technology Centre
RS - Republic of Srpska
RTD - Research and Technological Development
SAPARD - Special Accession Programme for Agriculture and Rural Development
SDC - Swiss Agency for Development and Cooperation
SE - Student Enterprise
SERDA - Sarajevo Economic Region Development Agency
SMEs - Small and Medium Size Enterprises
SIDA - Swedish International Development Cooperation Agency
SPARK (formerly ATA) - Academic Training Association
SYB - Start Your Business
TAM/BAS - Turn-around Management and Business Advisory Services
TALDI - Tuzla Agency for Local Development Initiatives
UNZE - University Zenica
USAID - United States Agency for International Development
WB - Western Balkans
WBIF - Western Balkans Investment Framework
WC-BiH - BH Wood Cluster Association
WP&F Cluster - Wood Processing and Forestry Cluster

6 List of Authors and Contributors

We would like to acknowledge the input of all contributing persons and organisations who kindly accepted to provide us with necessary feedback.

We made a huge effort to include the names of all contributing parties. If, for any reason, you are a contributor and you do not find your name in the list, please send us a short notification e-mail to office@wbc-inco.net. We aim to keep the updated version of the reports online on the homepage WBC-INCO.NET, where we can make necessary adjustments.

Contributing persons and organisations are listed in alphabetical order.

Elke Dall, Centre for Social Innovation, Vienna (Austria)

Petar Gvero, local expert (Bosnia and Herzegovina)

Caroline Heinle, Centre for Social Innovation, Vienna (Austria).

Dirk Johann, Centre for Social Innovation, Vienna (Austria)

Željka Knežević, FIRMA Project USAID-Sida (Bosnia and Herzegovina)

Vesna Marinkovic Vojvodic, Banja Luka's City Development Agency(Bosnia and Herzegovina)

Christina Miariti, South-East European Research Centre (Greece)

Anna Maria Schober, Centre for Social Innovation, Vienna (Austria)

Gabriela Thomasova, Centre for Social Innovation, Vienna (Austria)

Zoran Vukovic (Bosnia and Herzegovina)

BOSPER (Bosnian Perspective in Agriculture)

Agro-incubator Zepce

Business incubator Zepce

Technological Business Park Banja Luka

Foreign Investment Promotion Agency of Bosnia and Herzegovina (FIPA)

Business Incubator Sarajevo

Agency for Development of Small and Medium-sized Enterprises in Republic of Srpska

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