

**AFFILIATE HANDBOOK  
OF THE  
BUSINESS INCUBATOR CENTER**

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## **Business Incubator Center Contacts**

### **Incubator Program Managers:**

	<b><u>Phone</u></b>
David Brown	243-5242 extension 415
Annalisa Pearson (Kitchen Manager)	243-5242 extension 401

### **Maintenance:**

Ken Short	243-5242 extension 424	1-800-937-5724
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### **Front Desk:**

Rebecca Johanson	243-5242 extension 400
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### **Accounting:**

Greg Stephen	243-5242 extension 404
Karie Byerly	243-5242 extension 412

### **Small Business Development Center:**

Julie Morey	243-5242 extension 403
David Brown	243-5242 extension 415

### **Business Loan Fund:**

Dean DiDario	243-5242 extension 402
Helen Roe	243-5242 extension 411
Sheila Quintana	243-5242 extension 413

### **Enterprise Zone:**

Terri Benson	243-5242 extension 413
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### **Western Colorado Business Development Corp**

Executive Director: Jon Maraschin	243-5242 extension 405
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## Overview

**Welcome to the Business Incubator Affiliate Program.** You have joined a business support program that accelerates the successful development of start-up and fledgling companies by providing entrepreneurs with an array of targeted resources and services. The Business Incubator's main goal is to provide assistance to increase growth potential, resulting in a self sustaining, profitable company.

The Business Incubator Center's mission is to support the launch, growth, stabilization and long-term success of business enterprises in Mesa County. As a participant in the Business Incubator Program, one of four programs at the center, you will have access to management guidance, technical assistance and consulting tailored to young growing companies. Incubator Program Companies also have access to appropriate rental space and flexible leases, shared basic business services and equipment, technology support services and assistance in obtaining the financing necessary for company growth.

A basic outline of the services and support available to you is summarized in this handbook. Keep in mind that some of the most valuable rewards to participation in the Incubator Program come from the community of entrepreneurs who now surround you every day. Please take advantage of your peers and of the staff here at the Incubator Center. We can all contribute to the success of your company.

**Location:** The Business Incubator Center is located at the south end of the former Department of Energy complex on Orchard Mesa. In addition to the main Administration Building, the Incubator Center includes four buildings (Manufacturing, Services, Technology and Training) containing approximately 40,000 square feet of leasable space with adjacent parking areas. Buildings are fully equipped with a sprinkler and fire alarm system tied directly to the fire department (a factor that favorably impacts Incubator Program Company's insurance costs).

Incubator Affiliate Companies may use the following information for mail, stationery, telephone listing, etc.:

Grand Junction:

Your Company Name  
2591 Legacy Way  
Grand Junction, CO 81503  
(970) 243-5242  
fax (970) 241-0771

Fruita:

Your Company Name  
325 E. Aspen Ave  
Fruita, CO 81521

The Incubator is located in a designated Enterprise Zone. Thus, Incubator Program Companies can qualify and benefit from state tax incentives including, among others:

- A \$1,100.00 per new job tax credit, and
- A state tax credit of 3% on qualifying investments.

For more information see our website at [www.gjincubator.org](http://www.gjincubator.org) or contact the Enterprise Zone Program Assistant.

## Affiliate Program Entrance Policy

The Business Incubator Center provides services to a wide range of entrepreneurs, but to apply for the Business Incubator Affiliate Program an applicant business must meet one of the following criteria:

- A business start, in operation for less than 5 years.
- A company that has undergone substantial change in ownership or business model within one year of application date.
- A home-based business that is ready to transition to a professional environment.

In order to apply for the program, a company must complete a program application and detailed business synopsis. Companies will be evaluated by their fit with the resources and services provided by the Business Incubator Program.

**APPLICATION FEE:** \$45 per company includes credit report(s) and processing fees.

## Program Requirements

**Admittance:** Admission to the program is based on the following criteria: the need for and interest in the Incubator Program; capacity of principals to be successful; uniqueness of product or service; availability of the service in the community; potential for job creation and/or retention; portion of the expected revenue that is derived from outside the County; and connection to targeted industry clusters within the Incubator or community. Interested businesses are required to complete and submit an Application for Admittance, which is reviewed by program management and is subject to approval by the Incubator Center Board of Directors. When applicable, every attempt is made to assist any rejected applicant in taking corrective actions necessary to resubmit an application.

**Requirements:** Incubator Affiliate Companies must agree to participate in the Incubator Program, which includes a commitment to:

- Complete a Business Plan within the first 2 years of occupancy. Assistance in completing the Business Plan is available through the aforementioned Management Assistance program;
- Meet, at a minimum, annually with The Incubator Center staff and provide them with up-to-date financial statements for the purpose of evaluating Incubator Program Company's financial performance and reporting aggregate numbers;
- Meet with Incubator Center staff annually to set goals/milestones for coming year;
- Meet with Incubator Center Staff throughout the year to work on goals.

**Cost:** All Affiliate Program Companies pay a program fee of \$100 per month based on 40 hours of office space use/month; if Affiliate Company employees and needs more than one workstation, cost is \$200 per month.

**Affiliate Agreement:** Affiliate Program Companies are required to complete the Affiliate Agreement once they have been accepted into the program.

**ACH Withdrawal:** As an additional service to Incubator Program Companies, the Business Incubator Center provides the option for tenants to have their monthly rent automatically withdrawn from their business account at no additional charge. As an Incubator Program Company you can opt-in to the ACH withdrawal system by filling out the ACH withdrawal form in Appendix D.

**Security Deposit:** Incubator Program Companies are responsible for providing a Security Deposit equal to the first month's fee

## Program Graduation Policy

Incubator Program Companies may be graduated or choose to graduate from the Business Incubator Center Program if program management determines the company has met one or more of the following conditions:

- The Incubator Program Company has completed 5 years in the Business Incubator Center Program.
- The Incubator Program Company reaches annual sales of \$10,000,000, is financially stable, and has steady positive cash flow.
- Space requirements of the business exceed Incubator Campus capacity.
  - The company is in need of additional space and the Business Incubator Center is unable to provide it.
  - The company occupies 20% or more of the Business Incubator Center rentable space.
- Ownership in the company changes significantly since acceptance into the program.
- The Incubator Program Company provides appropriate notice as prescribed in the Lease Agreement.

## Management Assistance

**Consulting:** The program managers, support staff and other consultants provide ongoing assistance to Incubator Program Companies for technical help and training. Consultations range from quick answers on accounting issues to help in launching a new product or service. The Incubator Center is uniquely poised to offer a broad range of business assistance based on complimentary programs offered on site.

*Colorado Small Business Development Center (SBDC)*, partially funded by the U.S. Small Business Administration, provides business consulting and technical assistance as well as workshops to Mesa County's small business community. The SBDC can provide information on licensing, legal issues, finance, marketing, intellectual property, and much more. Contact the Front Desk to make an appointment or reserve space in a class.

*The Business Loan Fund* is a lending program operated by the Business Incubator Center. The Loan Fund makes commercial loans to qualified for-profit Mesa County businesses that are not able to get their financing needs met by traditional lenders. Any Mesa County business is eligible to apply to the Loan Fund for funding after first exhausting traditional funding sources. In addition the "Incubator Bootstrap Fund" is a loan program only available to Incubator Program Companies. It is designed to provide short-term loans to help finance the expenses associated with completing certain contracts or purchase orders. The Loan Fund Manager is available to consult with Incubator Program Companies on financial issues. Contact the Loan Fund Manager or Associate for an appointment.

In addition to our in-house services, The Incubator Center is tied into local, regional and national networks, enhancing our ability to provide assistance. Contact the Incubator Program Manager for a referral.

- Colorado Mesa University & Western Colorado Community College interns are employed on a regular basis to help Incubator Program Companies with various projects.
- Advisors or advisory committees can be developed for each business to provide access to outside experts. The Business owner and The Incubator Center's lead consultants determine the areas where the Incubator Program Company could benefit from outside input.
- Experienced and specialized Small Business Counselors are recommended and are available for many projects. The SBC's maintain office hours on site.

**Marketing Assistance:** The Marketing Director can assist Incubator Program Companies with marketing issues including press releases and development of brochures, websites and social media.

## **Administrative Services**

*Telephone Answering* – Incubator Program Companies who use the Incubator Center telephone system may occasionally forward their phone to the Front Desk if an answering service is needed. Contact the Communications Assistant.

*Receptionist* – Incubator Program Companies may receive administrative services for up to 2 hours per month dependent on the availability of the Communications Assistant. Services may include light secretarial, typing, word processing, and collections. Additional hours may be negotiated for a fee. Contact the Communications Assistant.

*Notary Public* – Contact the Accounting Department.

*Mail* – Incoming mail to Incubator Program Companies arrives from the US Postal Service in bulk. The Communications Assistant will sort the mail Monday through Friday and distribute it to individual mailboxes in the Administration Building. Outgoing stamped mail is picked up Monday through Friday. For extensive mail needs, you may choose to contract Mail Managers by calling 241-1612.

Once a company has left the Incubator, their mail will be forwarded for two (2) months from their departure date free of charge. Because mail is delivered to this location unsorted, the USPS will not act on a forwarding notice from the exiting company and will not forward your mail from this address. Please be sure to notify all persons and agencies of your new mailing address. Anything received after the two month period will be returned to sender, (with the exception of bulk mail, which will be discarded). If you wish for a forwarding service to continue past the two (2) month period there will be a **\$10.00 per month fee** payable in advance.

*Shipping* – UPS & FedEx deliver daily to the Front Desk in the Administration Building. This makes it easy for companies that do not have full-time office staff to receive packages. You may request direct delivery to your premises by contacting the carrier. You may arrange for pickup of outgoing packages by contacting the carrier. All outgoing packages must be brought to the Front Desk, the designated pickup site. Carrier info: UPS – [www.ups.com](http://www.ups.com) or 245-0974; FedEx [www.fedex.com](http://www.fedex.com) or 1-800-463-3339

## Shared-Use Equipment

The following equipment is available to Incubator Affiliate Program Companies at no cost, unless otherwise indicated:

Copy machine is available in the Administration building. Incubator Program Companies are charged \$.05 per single-sided copy and \$.10 for double-sided copies. Management reserves the right to impose maximum usage limits. Contact an Incubator Program Manager or the Accounting Department for a copy code to ensure access to all machines.

Color Scanner is available in the Administration building. Management reserves the right to impose maximum usage limits. Contact an Incubator Program Manager or the Accounting Department for a copy code to ensure access to all machines.

FAX machines are available in the Administration (970-241-0771), Manufacturing (970-243-3227), and Services (970-255-7047) buildings. Charges are assessed for long distance faxes only.

A postage scale is located in the central office copy room.

Laptop computer, projector and screen are available on a reservation basis through the front desk.

Access to Conference and Training rooms, are available at no charge; however, Affiliate Programs Companies are limited to 2 hours use/month; additional time may be booked at a minimum hourly rate. These rooms are available to you only to be used for activities directly related to your business. Please contact the front desk to reserve your time. These rooms are available on a first come first serve basis. Notice must be given at least 7 days prior to your event.

## Membership in an Entrepreneurial Community

Collaboration amongst peers is one of the most important benefits to being part of the Business Incubator Center community. Incubator Program Companies benefit from continual interaction with their peers.

“The networking aspect of the Incubator was a great help to Tusca, from brainstorming with other tenants and sharing vendors to obtaining contracts that bundled services. The energy of the Incubator was a constant course of inspiration during the early years of quick development.”  
*Tysen Manros, Tusca II, Incubator Program Graduate and INC 500 awardee.*

### Activities and Resources:

*New Incubator Program Company Orientation* is held quarterly.

*Business Over Breakfast* is held monthly for one hour in the Training Room. The Incubator Center provides a light breakfast and a panel discussion from informative speakers. There are also opportunities to receive and provide updates and discuss mutual issues.

*Communications:* Incubator Program Companies will be subscribed to regular email campaigns to keep informed about events, workshops and resources available to entrepreneurs.

*Social Networking:* The Incubator Center is very supportive of social networking tools as a method to enhance and broaden our community. We encourage all Incubator Program Companies to participate.

**LinkedIn:** To help enrich this aspect of the program, we would like to suggest that if you are not already a user of the social networking site LinkedIn, please consider joining! The Business Incubator Center now has a group on LinkedIn, and we would like to invite all of you to join us. The more people who are in the group, the more valuable a resource it will become to the Business Incubator Center community. As the community grows, you will be able to find colleagues who may be in similar industries or facing similar growth issues, and it will serve as just one more way that the community can help businesses grow and prosper.

The Business Incubator Center  
<http://www.linkedin.com/e/vgh/1554637/>

To learn more about how to use LinkedIn to help grow your business go to:  
<http://learn.linkedin.com/entrepreneurs/>

**Facebook:** the Business Incubator Center is on Facebook. Login to become a fan and have Business Incubator Center news, events, and videos posted to your personal Facebook page:  
<http://bit.ly/onYNO>.

**Twitter:** the Business Incubator Center is on Twitter [@Biz\\_Incubator](#).

*Training Classes* - Offered through the Small Business Development Center (SBDC). Classes cover such topics as marketing, taxes, bookkeeping & financial statements, and the in depth Leading Edge business plan program. These are available at a reduced rate to Incubator Program Companies and their employees (\$100 off of the Leading Edge Business Plan Program and 50% off other workshops and classes).

*On-Site Video Lab and Green Screen* – The Business Incubator has an on-site video lab with a green screen available to all Incubator Program Companies by appointment. For more details or to get a guided tour of our video lab, contact the Front Desk ([info@qjincubator.org](mailto:info@qjincubator.org))

*Trade Shows and Showcases* – Through the Incubator Program, Incubator Program Companies have the opportunity to participate in trade shows and business showcases, often free of charge.

*Open Houses and Socials* - Many are offered throughout the year, including an annual Holiday Open House. Incubator Program Companies are highly encouraged to participate. These are excellent networking and marketing opportunities.

*Chamber of Commerce Membership* - Incubator Program Companies are encouraged to join the local Chambers of Commerce as finances allow. The Incubator Center partners actively with the Grand Junction Area, Fruita and Palisade Chambers in their efforts to support our business community.

**Grand Junction Area Chamber of Commerce** (GJACC) offers special incentives to Incubator Program Companies:

- Incubator Companies can attend many of GJACC events and programs at the member rate under the membership maintained by the Incubator Center. This includes Business After Hours, Networking at Noon, Business Showcase, and the like (exceptions include the Leads groups).

- The GJACC offers the first year membership at the “Business” level for half price. (Incubator Program Companies who join at “Entrepreneur” level or above do not receive a discount).
- GJACC members are listed in the Chamber directory and web page, and are entitled to all the benefits of membership including discounts and inclusion in Chamber events. See [www.gjchamber.org](http://www.gjchamber.org) for more details.
- The Chamber holds a ribbon cutting for all new businesses and recognitions for expansions and new locations. This provides excellent publicity! You can call the GJACC at 242-3214 to arrange for the ribbon cutting.

Fruita may be an important part of your business network and we encourage Incubator Program Companies to become active in the Fruita Chamber. In support of the Incubator Program, the **Fruita Chamber of Commerce** offers special membership incentives:

- The Fruita Chamber of Commerce offers the “Small Business Membership” at half price to Incubator Program Companies for the first year.
- Fruita Chamber members are listed in the Chamber directory and web page, and are entitled to all the benefits of membership including discounts and inclusion in Chamber events. Members also receive preferred referrals on inquiries about area businesses and services. See [www.fruitachamber.org](http://www.fruitachamber.org) for more details.
- The Fruita Chamber holds a ribbon cutting for all new Chamber businesses, expanding businesses and new Chamber members. The photo is published on The Daily Sentinel Chamber Page, in The Fruita Times and in the Chamber newsletter. Become a member and call the Fruita Chamber at 858-3894 to arrange for the ribbon cutting.

The Palisade Chamber of Commerce provides you with opportunities to boost awareness of your company to potential customers and business professionals and to be included in the Community Directory and newsletter as well as discounts on booth space for events. To become a member call, (970) 464-7458.

*Rocky Mountain Business Incubation Association (RMBIA)* - Free usage of RMBIA members’ facilities throughout the state for meetings, networking, etc. and access to technical assistance specialties of RMBIA Incubators’ staff. Arrangements can be made through the Incubator Center Executive Director, Jon Maraschin.

*National Business Incubation Association (NBIA)* – Incubator Program Companies can take advantage of the following NBIA member privileges: discounted payroll services, insurance products specially designed and priced for small businesses, low cost bankcard processing, discounted rates on market information, and many other services.

## **Internet Access**

Affiliate Program Companies have internet access which is provided in the shared office affiliate suite. If you need additional access, please contact Program Management.

## **Access to Premises**

Affiliate Program Companies will be given access during normal working hours (8-5/Monday-Friday). If additional access is required, please contact program management for alternative arrangements.

**Security:** The Incubator Center assumes no responsibility for the security of the property or the personal property of the Incubator Program Company, its employees, or invitees. The main security

gate is programmed to be open during business hours and will be closed on weekends. If an Affiliated Company needs additional access; please see Program Management.

**Common Areas:** In addition to the Premises, the Incubator Program Company shall have a non-exclusive right to access to such common areas as The Incubator Center determines to be necessary to the use of the Premises, including break rooms, restrooms, paint booth, loading dock, copier and fax locations, and mailboxes. The sidewalks, passages, exits, entrances and stairways of the Premises shall not be obstructed by any of the Incubator Program Companies or used by them for any purpose other than for ingress to and egress from their respective Premises.

**Tours:** The Incubator Center is an organization supporting business development within the community. Tours of the Property are frequently provided to government officials, students, prospective Incubator Program Companies, and others. As tours can be a marketing tool for the Incubator Program Company itself, Incubator Program Companies shall accept and provide support for tours as business allows. Every effort shall be made by the Incubator Center staff to provide notice to an Incubator Program Company before the occurrence of such tours.

**Parking:** Parking is available for serviceable business-related passenger vehicles with current Colorado registrations that are moved at least once during each 7-day period. The Incubator Center may, from time to time, assign parking spaces to an Incubator Program Company and may require specific areas to be designated for Incubator Program Company's customers, invitees or employees.

## Care of Premises

**Emergency** contact for property maintenance issues: Please call 1-800-937-5724. For non-emergency issues or issues during normal working hours please call the Front Desk at 970-243-5242

**Smoking** is not permitted inside any building on the Property. Smokers must dispose of all waste in an appropriate receptacle.

**Incubator Maintenance Responsibilities:** All maintenance issues should be reported to the front desk. If you need additional help moving equipment, furniture, etc. please contact the front desk—additional charges may apply.

**Repairs & Alterations:** The Incubator Affiliate Company shall not perform any act or carry on any practices that may injure the Premises or be a nuisance or a menace to other Incubator Program Companies on the Property. **The Incubator Program Company shall not make any alterations, additions or improvements to the Premises without the Incubator Program Manager's written consent.**

**Pets:** Incubator Program Companies who bring pets to the Premises must clean up all messes anywhere on the Property. **A \$50 fine per mess will be charged to an Incubator Program Company who does not pick-up after their pet.** No pet shall be allowed on the Property without the presence of its owner. Should pets in any way significantly impede the business of other Incubator Program Companies; such pets will no longer be allowed on the Property. ***Pets are not allowed at the Fruita location.***

**Signage:** The Incubator Center shall provide uniform signage for an Incubator Program Company outside the Premises as well as on the occupied building's exterior. No other signage is permitted without express written consent of the Incubator Program Manager, although permission shall not be unreasonable withheld. Please provide information and logo materials to a Program Manager.

**Vending:** Vending machines are provided and maintained by the Business Incubator Center or an Incubator Center's agent. An Incubator Program Company, its employees or guests may not install other vending equipment on the Premises nor tamper with existing equipment. Extraordinary damages shall be the responsibility of the Incubator Program Company.

**Quiet Enjoyment:** All Incubator Program Companies have the right to peaceably and quietly have, hold, and enjoy the Premises for the duration of the Lease Agreement. No Incubator Program Company is permitted to disturb the quiet enjoyment of another outside the normal course of business. Loud music and animals are examples of such.

**Complaints:** Complaint forms are available at the front desk. Any complaints will be investigated and addressed in a timely manner.

## **Discontinuation or Exit**

An Affiliate Program Company may be asked to leave the program and the premises for any one of the following reasons:

- Incubator Program Company business closes.
- Incubator Program Company repeatedly fails to adhere to the covenants in this agreement.
- Incubator Program Company falls more than **three** months behind on lease payments.

## **Rules and Regulations**

The Incubator Center and Incubator Program Company hereby agree that the preceding covenants are for the benefit of each Incubator Program Company and the operation of the entire Incubator Program. The Incubator Center is authorized to create these covenants and may change them at The Incubator Center's option. The Incubator Center reserves the right to make such other and reasonable rules and regulations as in its judgment may from time to time be needed for the safety, care and cleanliness of the Premises, and for the preservation of good order therein.

The Incubator Center may waive any one or more of these Rules and Regulations for the benefit of any particular Incubator Program Company or Incubator Program Companies, but no such waiver by The Incubator Center shall be construed as a waiver of such Rules and Regulations in favor of any other Incubator Program Company or Incubator Program Companies, nor prevent The Incubator Center from thereafter enforcing any such Rules and Regulations against any or all of the Incubator Program Companies of the Premises.

These Rules and Regulations are in addition to and shall not be construed to in any way modify, alter or amend, in whole or in part, the terms, covenants, agreements and conditions of any lease of the Premises.

## Appendix A ACH Form

Dear Sir or Madam,

There have been several clients that have requested electronic loan payment options. We are pleased to inform you that the Western Colorado Business Development Corp. dba the Business Incubator Center (BIC) now has this option available. If you would like to make your monthly payment electronically, please fill out the enclosed authorization for automatic withdrawal from your business account for your Business Incubator Center rent payment.

Please provide the information requested and attach a VOIDED check. You may hand deliver this document and voided check to the Business Incubator Center or mail the original documents to The Business Incubator Center, 2591 Legacy Way, Grand Junction, Colorado 81503. Attn: Greg Stephen or Helen Roe.

If you have any questions or concerns, please feel free to contact us at 970/243-5242 or by email at [gstephen@qjincubator.org](mailto:gstephen@qjincubator.org) or [hroe@qjincubator.org](mailto:hroe@qjincubator.org).

Greg Stephen

*Accounting Manager*

Helen Roe

*Business Loan Fund/Incubator Management Team*

**Business Incubator Center**

2591 Legacy Way

Grand Junction, CO 81503

[hroe@qjincubator.org](mailto:hroe@qjincubator.org)

ph: 970.243.5242

[www.qjincubator.org](http://www.qjincubator.org)

The Grand Valley's Center for Entrepreneurship - Explore, Enrich, and Expand.

# AUTHORIZATION AGREEMENT FOR AUTOMATED PAYMENTS (DEBITS)

COMPANY NAME: \_\_\_\_\_

I (we) hereby authorize the Western Colorado Business Development Center dba the Business Incubator Center, hereinafter called Company, to initiate debit entries to my (our)  Checking  Savings (select one) indicated below and the depository named below, hereinafter called DEPOSITORY, to debit same account.

BANK NAME: \_\_\_\_\_ NAME OF BRANCH \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

ROUTING NUMBER: \_\_\_\_\_ ACCOUNT NO: \_\_\_\_\_

This authority is to remain in full force and effective until COMPANY and DEPOSITORY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

NAME \_\_\_\_\_

NAME \_\_\_\_\_

ID NO: \_\_\_\_\_

ID NO. \_\_\_\_\_

(Drivers license number)

(Drivers license number)

EXPIRATION DATE: \_\_\_\_\_

EXPIRATION DATE: \_\_\_\_\_

SIGNED \_\_\_\_\_

SIGNED \_\_\_\_\_

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

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**PLACE A**

**VOIDED CHECK**

**HERE**  
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