

# The Center for Metals in Biology and Medicine (CMBM) Integrative Molecular Analysis Core (IMAC) User's Roles and Service Agreement

This Service Agreement is made by and between the Center for Metals in Biology and Medicine (CMBM) Integrative Molecular Analysis Core (IMAC) at the University of New Mexico (UNM) and \_\_\_\_\_ ("User") in \_\_\_\_\_ (PI) laboratory.

1. Services by IMAC. The Core will perform the User's requested service upon approval by the Core Lead.  
Service Fee. The User will pay IMAC for the Services provided under this Agreement in the amounts and by the due date as in the invoice. Disputed charges will be promptly resolved in good faith by the IMAC and the User. In case any such invoice is not paid on time, all past due amounts will be subject to late payment charges of 1% per month.
2. User's Roles. The Users are responsible for their overall study design and associated searches into the literature of their research field. The Users are primarily responsible for providing the samples that are ready for the bioanalysis by the Core, and performing a deeper level of data analysis and interpretation beyond what is typically available in the instrument data analysis software. It is the user's responsibility if the samples do not meet the requirements of the requested instrumental analysis.

As an example, it is more applicable for the Users to research the possible options of mass spectrometry experiments than having the Core scientists study the literature to identify the suitability of certain analyses for every request submitted by users. The Core scientists are not expected to evaluate the scientific merit of the user's project. The Core reserves the right to decline such non-standard requests. *This is to make use of the Core resources more efficiently, and better serve a broad user base.*

- For typical analysis requests, it is the user's responsibility to provide information on commonly utilized chemical reagents, supplies, and analytical methods in the literature.
  - For more sophisticated standard analysis, the Core scientists may, upon user's request, assist in reviewing the bioanalysis experimental study design, and advise on the bioanalysis approach including quality control, based on the Core personnel's interpretation of the protocol and/or method documents provided by the user.
  - For the bioanalysis consultation service, the Core scientists will suggest, based on their expertise and experience, the best options on possible analysis requested by the users.
  - For new method development approved by the Core Director, the Core scientists will devote most of their efforts to finding appropriate sample preparation procedures and instrumental analysis parameters that are not provided in the literature, instead of designing or initiating new experiments.
3. IMAC Director's Roles. The Core Director is the immediate supervisor of the Core scientists and has the overall responsibility for the operational and fiscal aspects of the IMAC facility. The Core Director is the primary contact person for an initial consultation with members of the core to determine the best technical approaches available to answer the specific question for a particular research project. The Core Director will review the project feasibility when the User submits a request, and distribute the data when the Core has completed the service request.

IMAC Scientists' Roles. The Core scientists provide a wide range of services and scientific/technical supports including consultation, design of the bioanalytical experiments, standard sample preparation, and processing (e.g., digestion of solid sample by nitric acid for ICP-MS, trypsin digestion of protein for bottom-up LC-MS proteomics), data acquisition, standard data analysis, drafting experimental section for publication upon request, GC-MS training, as well as new method development upon approval by the Core Director. The Core scientists are responsible for quality control (GLP, SOP), instrument maintenance, and instrument calibration. They will devote their efforts (% in parentheses) to standard services (50%), method

development (20%), instrument maintenance and calibration (20%), as well as consultation including meetings, email, and literature research (10%).

4. Service Request Procedure. The User should request an IMAC service using the procedure below:
  - 1) Before contacting an individual Core scientist, the User should submit a service request of interest (e.g., consultation, training, specific analysis request, method development, etc.) via the iLab “Request Services” tab.
  - 2) The Core Director will review the services request submitted by the User, based on technical, budgetary, and scheduling feasibilities (see details in IMAC Standard Operating Procedures). Content experts may be involved in the review process if necessary. The Core can decline certain service request if not feasible, or request that the prospective users revise their requests.
  - 3) If the request is feasible, the Core Director will assign the request to the corresponding Core scientist for him/her to generate and distribute a quote on the projected costs. The Core will also inform the user about the estimated testing timeline.
  - 4) Once the User accepts the quote, the Core scientist will add the request to the queue for processing and testing, based on the priority level determined by the Core, and schedule the sample delivery to the Core lab by the user.
  - 5) After the Core completes the bioanalysis, the Core Director will review the data, and then distribute the data together with any technical note.
5. Regardless of whether the expected result is obtained, we incur costs for sample preparation and MS/staff time and consumables. We run QC samples regularly on our MS instruments so we can ensure failures are not due to instrument problems. Accordingly, the IMAC facility has a straightforward charging policy:
  - 1) No samples will be further processed or analyzed until the required information has been entered into our sample submission site on iLab.
  - 2) We charge for every sample run, regardless of whether an expected result is obtained. The only exception to this rule is when processing or instrument problems in the Core have caused the lack of result.
6. The user must abide by the sample submission requirements. Failure to comply may cause contaminations and/or damages of the LC column, ion source, and/or MS detectors. The PI of the project will be held financially responsible for any damages and replacements from the incidents.
7. Use of any equipment located at the IMAC facility by the user is upon approval and is subject to safety and operations training. The Core will charge the user for operation training and/or assistance after the training. The user agrees to have taken this training before the operation. The UNM CMBM will not be held liable for any harm or injury occurring to anyone participating in the use of the IMAC instrument. At the time of the use of the instrument(s), the PI of the project will take full responsibility for their safety and that of any others present during the project. The PI of the project will be held financially responsible for any damages to any equipment in the IMAC facility.

## USER

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Signature

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Date

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Printed Name and Title