Service Level Agreement

By submitting SCOP's Service Request Form, you accept the conditions described below.

Quality and run failure

Users are responsible for the isolation and preparation of single cells/nuclei, and bulk RNA/DNA.

- For single-cell techniques, good quality cells/nuclei are essential for good data; thus, SCOP recommends performing a pilot study to ensure that your specific single cell/nuclei preparation generates good data. If a run fails or low-quality data is generated due to poor single cell/nuclei quality, SCOP does not cover the cost. If a failed run is due to manufacturing flaws of library or sequencing reagents, the companies typically compensate part of the costs.
- Sequencing quality is affected by library contamination e.g., primer-dimer and adapter-dimer, thus SCOP strongly recommends removing traces prior sequencing.
- For user-prepared libraries, the, the use of unique molecular identifiers (UMI) or non-standard sequencing primers MUST be indicated in the Service Request Form. If not or wrongly indicated, the UMI's will not be sequenced, and sequencing will fail if non-standard sequencing primers are not added. In such an event, SCOP will not be able to cover the sequencing cost.
- SCOP recommends using unique dual indexing when sequencing is performed on the NovaSeq6000.

General

As soon as a SCOP Service Request Form is submitted, the request is placed in our service que. Libraries either prepared by SCOP or users are stored no more than one month at SCOP. You can arrange to pick up you samples by contacting CBMR-SCOP@sund.ku.dk

Data storage and database

Data is stored on servers hosted and housed by UCPH IT. Users can be granted access to their project folder and SCOP will provide guidance on how to access the data. KU-ID and password are required to access the data.

SCOP is developing a database for bulk and single-cell data generated in SCOP. The database will serve as a resource for CBMR groups, and the purpose of the database is to enable lookups for specific factors (e.g., tissue, cell types, genes) and not to share entire datasets among groups before publication. No group will be allowed to publish any lookups before the project owner has either agreed to it or published their data.

Acknowledgement

Acknowledgements are important for the Single-Cell Omic Platform as it serves as a documentation for SCOP's value and performance. Users are obligated to acknowledge SCOP when data generated at SCOP is used in publications, oral presentations, posters etc. Please find our guidelines on how to acknowledge SCOP on our website:
If you have questions, please contact CBMR-SCOP@sund.ku.dk.

By accepting this Service Level Agreement, you hereby consent to all conditions described above and to the University of Copenhagen may register your contact information for use in administration in connection with your service request and collaboration with the Single-Cell Omics Platform. For more information about the University of Copenhagen's privacy policy, please visit the website here.