

<b>Viral Research and Experimental Medicine Centre @ SingHealth Duke-NUS Facility</b> <b>Service Request Form</b> <b>Reference No.: Project code-QF-YYYYMMDD-NAMXX</b>	<i>Prepared by:</i> Eugenia Ong			
	<i>Email:</i> eugenia.ong@duke-nus.edu.sg			
	<i>Tel:</i> 6576 7090			
	<i>Effective from:</i>			
<b>1. Customer Information:</b>				
PI Name		PI Email		
Department & Institute				
Billing Address				
Contact Number		Requestor's Phone:		
Grant code/cost centre (if applicable):		WBS Account (Duke-NUS):		
Requestor Name		Requestor's Email:		
<b>2. Quotation for Service(s):</b>				
Test description	Sample Requirement (Serum/whole blood)	Sample quantity	Unit price per sample (SGD\$)	Total cost (SGD\$)
i) RNA extraction from serum	Serum (min. 500ul provided)			
ii) qRT-PCR for qualitative detection of dengue virus, Zika virus or yellow fever 17D virus from serum				
iii) NanoString profiling - full service	3ml whole blood in Tempus tubes			
iv) NanoString Sprint – instrument use only	NIL			
Subtotal (exclusive of 7% GST)				
<b>Fee Payment terms:</b> <ul style="list-style-type: none"> <li>7% GST is applicable unless payment is made using either Duke-NUS or NUS administered grants.</li> <li>Quoted pricing is valid until DD MMM YYYY.</li> <li>Payment terms: 75% upfront payment upon acceptance Order and balance 25% upon delivery of the final Report.</li> </ul>				

### 3. Declaration by Customer:

**I hereby declare that none of the samples are known to contain risk group 3 or 4 (as per MOH BATA schedules 1, 2 and 5), or radioactivity and understand that any samples containing such risk group will be rejected.**

*(Note: The list of agents in these schedules is available at <https://www.moh.gov.sg/docs/librariesprovider7/news-updates-documents/list-of-biological-agents-and-toxins.pdf>)*

### 4. Sample and data treatment

- a) The Customer is responsible for providing samples for the required assays according to sample requirements in Part 2 and shall have to declare if the samples contain risk group 3 or 4 biological agents or radioactivity.
- b) For RNA extraction and qualitative detection of DENV, ZIKV or YF17D virus from serum, customer shall provide serum samples (minimum of 500ul) stored in microcentrifuge tubes and sealed with parafilm.
- c) For NanoString profiling (full service), customer shall provide 3ml whole blood collected in Tempus Blood RNA tubes (ThermoFisher Scientific, Catalog #4342792). If samples were stored at -80°C following sample collection, samples should be transported on dry ice for sample submission at ViREMiCS.
- d) All samples should be submitted to Academia, 20 College Road, Discovery Tower, Level 13, Bench 7A, Singapore 169856.
- e) All unused and extracted samples will be discarded 1 month after the Report is sent to the Customer. Customers may arrange to collect unused or extracted samples within 1 month of receipt of the Report.
- f) The standard final output files are in Microsoft Excel format. Unprocessed raw output files as well as standard final output files will be sent to users via nBox.
- g) All raw and final output files will be deleted permanently by ViREMiCS after 1 year from delivery of the Report.
- h) Reports for ISO-accredited tests will be endorsed with the Singapore Accreditation Council (SAC) accreditation mark.

### 5. Important notes

- a) Analysis will commence upon receipt of the duly completed Quotation and Confirmation form with the Requestor's signature at Section 6 below, acceptance of Order by ViREMiCS at Section 7 and upon submission of samples by users to ViREMiCS.
- b) The final Report shall be delivered by way of e-mail to Customer within 6 to 8 weeks from receipt of samples by ViREMiCS.
- c) The Customer agrees to recognize the assistance provided by ViREMiCS in the Acknowledgements section of future publications using data generated from the above experiments.

### 6. Declaration & Confirmation of Order

I hereby declare that the information provided above is correct and that I have read and understood the terms and conditions (detailed in terms and conditions hyperlink here) for engaging the services of ViREMiCS. No cancellation is accepted once signed quotation is received by the ViREMiCS.

\_\_\_\_\_  
Signature of requestor / Date

\_\_\_\_\_  
Signature of PI / Date

### 7. Acceptance of Order

\_\_\_\_\_  
Signature of ViREMiCS Facility Staff / Date