University of Minnesota Genomics Center
Effective Date: 12/1/2023

Tiered Rate Policies

Beginning December 1, 2023, the UMGC is implementing a system of "tiered" rates, with a range of turnaround time (TAT) offered for most projects. Prior to the initiation of a project, an investigator will choose from among several TAT options, each with a "window" specifying the earliest and latest dates for return of results. The UMGC will then commit to project completion during that window of time. The following policies will apply.

Policy #1: Definition of project initiation (Day 0) and the TAT window
A project will officially start on the day that all samples have been received at the UMGC, accompanied by a complete sample submission form. In the absence of either requirement, a project will not be considered underway. UMGC staff – not an investigator – will be responsible for deciding when submission requirements have been met, and will send an Email to the client on the day this occurs, indicating that the project has begun and the "TAT Clock" is running. This will be referred to as "Day 0".

Turnaround time will be calculated relative to Day 0, as illustrated in this example: a TAT window of (for example) 6-12 days will mean that results will be returned between 6 and 12 working days after Day 0. Working days are M-F, hence if Day 0 is a Monday of Week 1, clients can expect results to be returned between Day 6 (Tuesday of Week 2) and Day 12 (Wednesday of Week 3).

To aid in comprehension, TATs will generally be expressed in terms of weeks, where 1 week = 5 working days. For example, if Day 0 is a Monday of Week 1, and a project TAT is 1.2-2.4 weeks, data will be returned between Day 6 (Tuesday of Week 2) and Day 12 (Wednesday of Week 3).

Policy #2: Project TAT clock pauses
A project's "TAT clock" will be running while a project is in the hands of the UMGC. During most projects, there are points at which control of a project passes back to an investigator's lab. For example, upon return of QC results, a "Go/No Go" decision may be required from a client prior to library creation. Or the failure of samples during QC may result in a client deciding to pause a project and to resubmit.

UMGC staff will inform investigators (with a date and timestamp) when responsibility for a project has been passed back to them, and what information is required to ensure that it continues without a pause. A project's "TAT clock" will then continue to run without interruption for up to 24 hours from this time, but will be paused if an investigator takes more than 24 hours to provide feedback. Once 24 hours have passed without a response from an investigator, days elapsed will NOT be considered part of the project's TAT, and the TAT window will be adjusted to reflect the time that the investigator has taken to meet their obligation.

UNIVERSITY OF MINNESOTA
GENOMICS CENTER

UMGC Staff will a) inform clients when their project has been paused, b) inform them when a project has been re-started, and c) at the time of project completion, summarize the entire project TAT, distinguishing between the UMGC's TAT and the investigator's TAT (if any).

Policy #3: Principal Investigator (PI) role

The PI has two essential roles. First, at the start of a project, a PI's signature is required on a Project Proposal form. This signature will document that a PI has made an informed decision to choose a specific TAT window, potentially foregoing quicker options. Second, PIs must agree to be Cc'd on all project communication about the project, to prevent any miscommunication about project delays that might occur due to their own lab (see Policy #2).

Policy #4: Definition and implications of meeting or missing TAT

When the UMGC returns data to a client by the end of the day (6 p.m.) on or before the last day of the TAT window of the signed Project Proposal form (Policy #1) and adjusted for pauses due to the investigator (Policy #2), we will have "met" our TAT commitment. When data is returned later than that cutoff, we will have "missed' our TAT, which will automatically result in a project being billed at the "SAVINGS" tier. Upon project completion, the UMGC will provide the client with a "Project TAT Summary", a table containing of a) the initial TAT window and Day 0 date, b) the days elapsed at the UMGC, c) pauses due to investigator (if any) in days, d) a determination of whether the UMGC has met or missed TAT.

Policy #5: TAT is a function of an entire project

The UMGC will provide a TAT window for an entire project, that may include multiple component services (e.g., extraction => QC => library creation => sequencing), each of which may be run at a different tier. It would be impractical for the UMGC to independently track the TATs of each component service, hence for the purpose of project tracking, the only TAT that will be relevant is that of the entire project.

Policy #6: Changes in project scope

Projects often change scope while underway. The UMGC has yet to fully define policies for such changes, which we expect to evolve as we and our clients become accustomed to the use of tiered services. In broad terms, however, a significant change in project scope will generally require an adjustment to the Project Proposal form, which may result in the establishment of a new tier and TAT window.