

NGS Frequently Asked Questions



1 I am interested to do NGS project. How can I reach you?

Please send an email to sales@aggenome.com with your contact information. Our sales representative in your region will be alerted to contact you to take things forward.

2 Can you help us with the experimental design?

Yes, we will be delighted to help you. Our sales representative will contact you to understand your preliminary project requirements. He will help (if needed) to have a discussion with a technical expert (Application Scientists with expertise in the relevant area) to give critical inputs to your experimental design. Our support team will also arrange a discussion with our team of experts (Scientists from Wet lab and Bioinformatics) before the project initiation, to review the experimental design so that your aim & goals are aligned with the deliverables promised in the proposal.

3 How can I get a proposal?

Our sales representative will provide a proposal after finishing the initial discussion where your requirements are finalized.

4 What is your service pricing criteria?

Sample pricing criteria depends on the assignments involved: service type, project type, number of samples, data required and mode of data transfer.

5 What will be your payment terms?

- a) **Projects for data generation and analysis:** 30% of the total value of the proposal (including taxes and other charges if any) as set-up charges before commencement of work; another 60% on delivering data QC (before data delivery) and the remaining 10% on project closure.
- b) **Projects for data generation only:** 50% of the total value of the proposal (including taxes and other charges if any) as set-up charges before commencement of work; and the remaining 50% on delivering data QC (before data delivery)
- c) **Projects for bioinformatics analysis only:** 100% of the total value of the proposal (including taxes and other charges if any) before commencement of work.

6 What are the services covered in a proposal?

Services covered in the proposal will be on par with the project specifics and deliverables given in the proposal.

7 What are the project deliverables for an NGS project?

Project deliverables depend on the type of service i.e., Sequencing data only or *Sequencing data with Bioinformatics analysis* or *Bioinformatics analysis alone*. Standard deliverables in a *Sequencing data only* project are Sample/Library QC reports, Sequenced Raw Data, Data QC report. Standard deliverables in a bioinformatics analysis alone project is data analysis report. Standard deliverables in a *Sequencing data with Bioinformatics analysis* project are the deliverables combined from the above two offerings. For any further clarification, please send an email sales@aggenome.com with your queries and requirements.

8 How and where do I ship my samples?

Our sale representative in your region will guide you with the shipping of samples. Please refer to our [samples shipment guidelines](#) to know the optimum shipment mode.

9 How will I know that samples reached in your facility?

We will acknowledge receipt of your samples over email once they reach our laboratory. Our support team will create a unique project id in our LIMS and share the details with you for tracking the project progress. It may be noted that if the samples arrive late evening, the receipt will be acknowledged only the next business day.

10 Can you enlighten me on the project management process?

We have dedicated project managers for sequencing and data analysis. They will support you from your inquiry to completion of the project. We follow milestone-wise reporting structure and our support team will share reports on completion of each milestone such as quality control (Sample/Library/Sequencing data), sequencing data & analysis. You will be contacted if your feedback and confirmation is needed to proceed from one milestone step to another.

11 What is the standard turnaround time (TAT) for NGS projects?

Timelines vary depending on the project requirement. Standard TAT for Data only projects are maximum 30-45 days and Data + Analysis (Standard) projects are 90 days. TAT will be counted after samples pass the required QC parameters for processing.

12 Can I request AgriGenome to fast track the sequencing and analysis of my NGS data?

Timelines vary depending on the project requirement. Standard TAT for Data only projects are maximum 30-45 days and Data + Analysis (Standard) projects are 90 days. TAT will be counted after samples pass the required QC parameters for processing.

13 How will I know that my project has been initiated?

Our customer support team will share with you a unique project id once the sample/project details are entered in our Laboratory Information Management System (LIMS). This step marks the initiation of your project.

14 What are the criteria for accepting starting material?

Please see our [samples submission guidelines](#)

15 What should I do if my starting material is less than what your guidelines specifies?

We have experts with extensive experience with challenging samples and have many low-input protocols in place. Please [contact us](#) for more details and our experts will assist you. Starting work with less than optimal inputs is a high-risk procedure and the risk will have to be borne by the customer.

16 Do you accept ready-to-run samples? If so, what is the criteria for accepting samples?

Yes, we do accept ready-to-run samples. Please see our [samples submission guidelines](#) to know more. Please make sure that the library quality of the samples is as per the specifications for each service.

17 What are your platforms for sequencing?

We have all major sequencing platforms, which include, Illumina HiSeq X, Oxford Nanopore, PacBio-Sequel, Bionano-Saphyr, Illumina iScan, 10x Chromium-controller and ABi 3730XL Genetic Analyzer. Our project expert team will be happy to assist you regarding the coverage and sequencing depth depending on your project and research requirements.

18 What are your quality control steps?

We do visual inspection of samples on receipt and move to quality control tests using Agarose Gel Electrophoresis (if DNA), Qubit and/or Nanodrop. Libraries are subjected to analysis by Qubit, Tape station, Bioanalyzer and/or Pippin Pulse. Results/reports generated in each step are shared with you for review. FastQC of Sequencing Data will also be shared for your review.

19 What if some of my samples do not pass the required quality control steps during Sample QC and analysis?

If the samples do not pass the initial QC parameters and requirements, you will be informed via an email along with Sample QC report and comments. We will request you to share replacement samples to proceed.

20 Does the QC analysis of replacement samples will be charged extra?

Yes, QC analysis will be charged extra. QC analysis of only the first set of samples is included in our standard quote.

21 What are Q20 /Q30 bases?

Q20, Q30 etc. are the quality scores for the each base sequenced. Q20 corresponds to probability of wrong base call being 1 in 100, it means 99% accuracy, while Q30 is 1 in 1000, it means 99.9% accuracy of the sequence data.

22 How will I know the when sequencing of my samples is completed?

We will be sharing a Data QC report of completion of sequencing, which will give information on data generated. Sequencing is considered to be completed when the committed amount of data is generated.

23 How long will you keep my samples/library?

Samples are stored at -80°C, -20°C and 4°C based on their type. DNA/RNA samples are retained up to 3 months from the receipt date, Tissue (cells/blood etc.) up to 15 days and libraries up to 2 months. If the project is not initiated within 30 days of receiving the samples, they will be discarded

24 Will you return the remainder of my samples?

We will be happy to ship the remaining DNA/RNA samples (within 3 months) if you arrange shipment & share the shipment booking number. We need minimum 2-3 business days to make the samples shipment-ready. Tissues will not be shipped back.

25 Can I interact with the technical (Lab/Bioinfo) team?

Absolutely. Our expert team will be delighted to interact with you on prior appointment. Please note that your request for interacting with the expert team shall be routed through our support team for effective communication and minimum response time. Our technical teams are not permitted to interact with the clients directly.

26 How do you deliver the sequencing data? Will my data be secure?

Primary data Delivery platform will be our Online Data Sharing Portal - AgriGenome Data Store (AGM DS), which has multiple layers of firewalls to ensure data security. Data shared is password protected and can be accessed only through our portal. Our laboratory, instrumentation room and server room have biometric restricted access to ensure data security. We offer options for sharing data over portable hard devices (Pen drive & HDD) at additional cost. For details please refer [Media and Shipping cost](#).

27 What is the shipping cost of data in a portable drive?

Sequencing data will be shipped in pen drive or HDD based on the size of the data. To know about the cost, please refer [Media and Shipping cost](#).

28 What is included in the full/final report we receive after analysis?

Full analysis report will contain QC reports, details and parameters of the open source tools/methods used, workflow, reference publications and analyzed results & deliverables within the proposal scope. However, we will not be able to share our proprietary codes, methods and pipelines developed in-house that are used for your analysis.

29 How will I know that my project is closed?

Once all QC passed samples are sequenced, data delivered, and Final analysis report shared (if opted for), your project is considered as closed. You will also receive a PCF (project closure form) which identifies the project as closed.

30 Can I keep my data in your storage free of charge?

Raw files, any email-requested intermediate files and analysis results will be accessible at AgriGenome Data Store (AGM DS) free of charge for a period of 30 days. Raw data and result files will be archived for next 60 days, after which the data will be deleted irretrievably. We have paid options for data storage beyond the free limit & period of storage. For details please refer [Terms of data storage](#).

31 Will you provide support after the project is closed?

Our support team will be happy to help, responding to your queries upto 90 days from the date of project closure. Support beyond that will be subject to bill/invoice payment status and availability of resources.

32 Can I do additional analysis within the scope of an approved proposal?

Any work other than what is mentioned in the project scope and deliverables will be considered as additional task/s. We will be happy to provide a separate quote for the additional work for which you can contact the sales representative in your area to take things forward. Alternately, if the revision happens before the project is initiated, we can provide a revised quote including the additional services.

33 What will be the terms of payment If I am dissatisfied with your service?

Our expert team will contact you to know your concerns, will support you to analyze and trouble-shoot the issue, within the scope of the proposal. If the concerns raised are not about sequencing or data related errors, and the deliverables match the approved proposal, the project is due for full payment. In the event of an incomplete or cancelled project, AgriGenome may deliver a bill for Services and Products completed up to the point of stoppage.

34 The reviewers want more information on a particular analysis that AgriGenome has performed. Can AgriGenome provide this information?

AgriGenome shares details of the analysis in the final report. But, if any further information is needed which is related to the performed analysis, we will happily share that.

35 The journal editor and reviewers want additional Bioinformatics analysis for the paper to be accepted. Can AgriGenome help me respond in this timeframe?

Certainly, we would like to help you. The additional analysis will be charged extra.

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