

生物资源平台服务 Q&A

一：基础服务常见问题

Q1：如何查询所需生物资源？

A1：请您访问首都医学科学创新中心官网，路径为：首页 > 技术平台 > 常规技术平台 > 生物资源平台 > 右侧“更多下载”（链接：<https://www.cimrbj.ac.cn/channel/2066070555328647168.html>）。

Q2：中心人员如何申请共享列表中的细胞/载体/抗体等资源？

A2：请先填写平台服务文档《BRC 样品申请表》并确保所有必填项完整无误，然后使用中心内部邮箱发送邮件至平台服务邮箱 vector_service@cimrbj.ac.cn，邮件标题按“姓名-日期-资源类型-需求”格式命名（例如：张三-2025.03.11-293T 细胞需求），将《BRC 样品申请表》作为附件，并抄送所在实验室 PI 邮箱及生物资源平台负责人高晖老师邮箱 gaohui@cimrbj.ac.cn；平台在收到格式完整、信息清晰的邮件后，即视为下单成功。

Q3：非中心人员如何申请共享列表中的细胞/载体/抗体等资源？

A3：由于平台资源大部分受 MTA（材料转移协议）限制，目前仅面向首都医科大学及其附属医院开放，因此请使用首医系统单位邮箱或其他可验证的工作邮箱，先填写《BRC 样品申请表》并确保所有必填项完整无误，然后发送邮件至平台服务邮箱 vector_service@cimrbj.ac.cn，邮件标题按“姓名-日期-资源类型-需求”格式命名（例如：张三-2025.03.11-293T 细胞需求），将《BRC 样品申请表》作为附件，并抄送所在实验室 PI 邮箱及生物资源平台负责人高晖老师邮箱 gaohui@cimrbj.ac.cn；首次申请时，请务必由您的 PI 回复申请邮件，确认您为课题组成员、资源用于科研目的，并明确未来财务对接方式，以便平台顺利启动服务。

Q4：邮件发送后，如何领取资源？何时可以领取？

A4：平台工作人员在收到邮件后，如无异常情况将直接处理订单。如订单中存在需您确认的异常情况（如需要额外准备时间或价格变动），工作人员将主动与您联系。生物资源准备完成后，平台会通过微信或邮件通知您。您可在工作日（9:00--11:30，13:00--17:00）前往科研南楼地下一层 B122 生物文库平台实验室领取。请注意：领取细胞资源时，请务必与工作人员提前确认领取日期，并在当日自备装有液氮或干冰的泡沫箱或运输桶领取。

Q5：各类生物资源的价格和准备周期是怎样的？

A5：详细信息请参见各类资源文件页面上方的说明。当前平台执行标准如下：

① **细胞资源：**冻存细胞服务价格为 200 元/管（每管至少含 1×10^6 个细胞）。如需大体积扩增后的活细胞（5--200 $\times 10^6$ 个细胞），价格范围为 200--1000 元，具体视需求调整。平台已扩增的细胞可在收到邮件后 1 小时内提供；未扩增的细胞将与实验室沟通确认服务时间。

② **抗体资源：**平台抗体起始库存为 10 μL 。A 库抗体服务价格为 15 元/ μL ，B 库为 10 元/ μL 。如累计使用超过 10 μL ，平台将会与厂家以框架折扣协议的价格补充库存，可能产生额外货期，并最终按实际采购价折算收费。单次申领上限为 7 μL ，个人第三次申领同一抗体时，请务必反馈抗体实验质量信息。平台自制抗体则以 50 μg /管为单位，价格为 85 元/管，领取量请根据实验需求确定。抗体可在收到邮件后 1 小时内提供；库存不足或定制抗体将另行沟通服务时间。

③ **载体资源：**普通载体服务价格为 50 元/克隆。人类 cDNA 表达载体可在 1--3 天内提供；人类基因慢病毒载体和小鼠 cDNA 载体准备时间为 3 天至 1.5 周。Addgene 文库质粒目前仅提供原液，保证满足一次标准扩增用量，具体价格根据 Addgene 发货价及文库采购价核算，详情请咨询平台工作人员。

Q6：资源价格是否可以优惠？

A6：平台资源价格由中心平台管理委员会审议确定，并经中心主任会批准执行。平台无调整价格的权限，还请您谅解。

Q7：如需变更或取消订单，应如何操作？

A7：请在确认变更需求后，第一时间与工作人员联系，并按资源申请格式发送邮件说明变更或取消内容，务必抄送实验室 PI 及平台负责人高晖老师。如变更前平台已启动订单并产生费用，相关支出需由实验室承担。因此，建议您在提交申请前仔细核对资源信息。

Q8：发送邮件后未收到回复或微信未获回应怎么办？

A8：平台在收到邮件确认无误后会立即执行订单。您可在工作时间内随时与工作人员联系，确认订单进展。

Q9：如何引入共享列表中尚未包含的质粒、文库、抗体或细胞资源？

A9：请您使用中心邮箱，将邮件标题命名为“姓名-日期-需求资源名称”，并将所需资源信息及相关链接发送至平台服务邮箱（vector_service@cimrbj.ac.cn），同时抄送实验室 PI 及平台负责人高晖老师（gaohui@cimrbj.ac.cn）。平台将根据您提供的信息启动资源询价、折扣沟通及来源确认流程，并与您协商引入费用及共享后申请人权益，双方达成一致后即可启动引入。

Q10：遇到资源相关问题应咨询哪位老师？

A10：细胞、载体、抗体及文库等常规提供资源的相关问题请联系唐羽涵老师（tangyuhan@cimrbj.ac.cn）；个性化、难以界定问题或其他问题请联系平台负责人高晖老师（gaohui@cimrbj.ac.cn）。

Q11：收到了平台财务支付邮件，该如何支付？

A11：如为首都医学科学创新中心单位的工作人员，请在核对支付邮件附件中的实验室服务明细后，使用财务系统完成**内部结算**。如为首医系统非首都医学科学创新中心单位的工作人员：首先，需要核对平台发送的明细单，确认金额及提供资源信息无误后，**请实验室 PI 老师签字，并将含有签字的文件扫描**；第二步，参考邮件中附件，**向平台提供可用的发票抬头信息**，与第一步的签字文件一并邮件回复；**如果需要签署中心制式的测试化验加工合同，请添加平台工作人员联系方式，以便沟通完成合同签署**。

二：细胞服务常见问题

Q1：领取细胞后应如何处理？

A1：具体请参考邮件中随附的针对每个细胞的培养操作建议。一般情况下：

① 冻存细胞：如短期内（1 周内）复苏，可暂存于-80℃；否则请务必转移至液氮中长期保存，以减少冻存损伤。

② 贴壁细胞：用 75%酒精擦拭培养瓶后，放入培养箱静置 2--4 小时再操作。建议大部分细胞在细胞汇合度达 70%--90%时进行传代。

③ 半贴半悬细胞：擦拭消毒后，收集上清，向原瓶中加入 3--4 mL 完全培养基轻轻吹打悬浮细胞，将上清以 300×g 离心 3 分钟，弃上清后用 1--2 mL 完全培养基重悬细胞，接种回原瓶并补足培养基。

④ 悬浮细胞：擦拭消毒后，收集细胞悬液于离心管中，以 300×g 离心 5 分钟，弃上清后用 1--2 mL 完全培养基重悬细胞，接种回原瓶并补足培养基。

Q2：细胞复苏失败怎么办？

A2： 请先与工作人员沟通，确认细胞生长状态及扩增周期，获取培养建议。如在领取后 1 个月内无法成功复苏，可联系平台工作人员填写细胞售后申请表，经确认后可申请领取新冻存细胞株或复苏于 T25 瓶中的细胞株。超过 1 个月或平台验证复苏正常但用户未能成功的情况，将视为新申请服务处理。

Q3：如何获取细胞的培养信息？

A3： 您可在共享资源列表中点击目标细胞对应链接，查看详细培养信息。领取细胞后，工作人员也会将培养建议以邮件附件形式发送给您。

Q4：是否可以使用非推荐培养基进行培养？

A4： 建议优先使用平台推荐的培养基。如需更换，请务必先对原始细胞进行扩增冻存后，再使用扩增细胞进行测试，确认适应性后再做决定。

三：载体/文库/抗体服务常见问题

Q1：如发现载体/cDNA 序列测序错误，应如何处理？

A1： 领取后 3 个月内，您可向平台申请售后。请提供错误序列信息及测序结果文件，平台将与资源方联系进行替换或修复。

Q2：如何查看载体图谱、目的序列或抗体稀释比例等详细信息？

A2： 您可直接联系平台工作人员获取相关资料。

Q3：已制备好的样品可在平台存放多久？

A3： 菌液建议在 1--3 日内取用，抗体建议在 1 周内取用。如有特殊情况，请务必提前与工作人员沟通。

Biological Library Core Services Q&A

Part I: General Service Inquiries

Q1: How can I search for the biological resources I need?

A1: Please visit the official website of the CIMR. The navigation path is: Homepage > Technology Cores > General Technology Cores > Biological Resources Core > "More Downloads" on the right-hand side (Link: <https://www.cimrbj.ac.cn/channel/2066070555328647168.html>).

Q2: How do CIMR personnel apply for resources such as cells, vectors, or antibodies listed in the shared inventory?

A2: Please first complete the core service document, the BRC Sample Application Form, and **ensure all required fields are complete and correct**. Then send an email from your CIMR internal email address to the core service email (vector_service@cimrbj.ac.cn). The email subject line must follow this format: "Name-Date-Resource Type-Requirement" (e.g., San Zhang-2025.03.11-293T Cell Request). **Attach the BRC Sample Application Form, and cc your laboratory PI and the Biological Resources Core Director, Hui Gao (gaohui@cimrbj.ac.cn)**. An email with a complete subject line and clear information will be considered a confirmed order.

Q3: How do non-CIMR personnel apply for resources such as cells, vectors, or antibodies listed in the shared inventory?

A3: Due to Material Transfer Agreement (MTA) restrictions, most resources are **currently available only to Capital Medical University (CCMU) and its affiliated hospitals. Please use your CCMU institutional email address or another verifiable work email**. First complete the BRC Sample Application Form and ensure all required fields are complete and correct. Then send an email to the core service email (vector_service@cimrbj.ac.cn). The email subject line must follow this format: "Name-Date-Resource Type-Requirement" (e.g., San Zhang-2025.03.11-293T Cell Request). Attach the BRC Sample Application Form, and cc your laboratory PI and the Biological Resources Core Director, Hui Gao (gaohui@cimrbj.ac.cn). **For first-time applicants, your PI must reply to the application email to confirm that you are a member of the lab, that the resources are for research purposes, and the future financial coordination method, so that the core can smoothly initiate the service.**

Q4: After sending the email, how and when can I pick up the resources?

A4: Upon receiving the email, core staff will process the order directly if there are no issues. If any issues require your confirmation (e.g., additional preparation time or price changes), staff will contact you directly. Once the biological resources are ready, the core will notify you via WeChat or email. You may collect them during working hours (9:00--11:30, 13:00--17:00) from the Biological Resources Core Laboratory, Room B122, Basement 1, South Research Building. Important: When **picking up cell resources**, be sure to **confirm the pickup date with the staff in advance** and **bring your own foam box or transport container filled with liquid nitrogen or dry ice** on the day of pickup.

Q5: What are the service prices and processing times for various bioresources?

A5: Detailed information is provided at the top of each resource file page. Current core standards are as follows:

- ① **Cell Resources:** Cryopreserved cells are priced at 200 RMB per vial (minimum 1×10^6 cells per vial). For expanded live cells

(5--200×10⁶ cells), the price ranges from 200--1000 RMB, depending on the specific request. Cells already expanded by the core can typically be provided within 1 hour of receiving the order. For cells requiring expansion, the service time will be confirmed with the lab.

② **Antibody Resources:** Core antibodies are stocked in single-use aliquots of 10 µL. The service price is 15 RMB/µL for Library A antibodies and 10 RMB/µL for Library B antibodies. If cumulative usage for a specific antibody exceeds 10 µL, the core will replenish stock via our framework discount agreement with the manufacturer. This may incur additional delivery time, and costs will be passed on based on the actual procurement price. The maximum single-request volume is 7 µL. When requesting the same antibody for a third time, please provide feedback on its experimental performance. Core-produced antibodies are supplied at 50 µg per vial, priced at 85 RMB per vial. Please request the appropriate quantity based on your experimental needs. Antibodies in stock are typically available within 1 hour. For out-of-stock or custom antibodies, service timelines will be communicated separately.

③ **Vector Resources:** Standard vectors are priced at 50 RMB per clone. Human cDNA expression vectors are typically available within 1--3 days. Human gene lentiviral vectors and mouse cDNA vectors have a preparation time of 3 days to 1.5 weeks. Addgene library plasmids are currently provided as stock solutions, sufficient for one standard amplification. Pricing is based on Addgene's shipping cost and the library's procurement cost. Please contact core staff for details.

Q6: Are discounts available on resource prices?

A6: Core resource prices are reviewed and approved by the CIMR's Core Management Committee and finalized by the CIMR Director Committee. The core itself does not have the authority to adjust prices. We appreciate your understanding.

Q7: How can I modify or cancel an order?

A7: Please contact core staff immediately upon deciding to modify or cancel. You must also send an email following the standard application format, clearly stating the changes or cancellation, and ensure it is cc'd to your PI and Hui Gao. Please note that if the core has already begun processing the order and incurred costs prior to the change, these expenses must be covered by the lab. We recommend carefully reviewing resource details before submitting an application.

Q8: What should I do if I don't receive a reply to my email or a response on WeChat?

A8: Upon receiving a complete and correct email, the core will proceed with the order. You are welcome to contact staff directly during working hours to inquire about the status of your order.

Q9: How can I introduce plasmids, libraries, antibodies, or cell lines that are not currently listed in the shared inventory?

A9: Please send an email from your CIMR email address to the core service email (vector_service@cimrbj.ac.cn). Use the subject line "Name-Date-Requested Resource Name" and include details and relevant links for the desired resource. Remember to cc your PI and Hui Gao (gaohui@cimrbj.ac.cn). Based on your information, the core will initiate inquiries regarding pricing, discounts, and source verification. We will then discuss the associated costs for the introduction and your rights as the contributor. The introduction process will begin upon mutual agreement.

Q10: Whom should I contact with specific resource-related questions?

A10: For inquiries regarding cells, vectors, antibodies, or libraries, please contact Yuhan Tang (tangyuhan@cimrbj.ac.cn). For

personalized needs, complex questions, or issues not easily categorized, please contact the core director, Hui Gao (gaohui@cimrbj.ac.cn).

Q11: I have received a payment notification email from the platform. How should I proceed with the payment?

A11: If you are a faculty member of the CIMR platform, please review the laboratory service details in the attachment of the payment email and complete the internal settlement through the financial system. If you are a faculty member of Capital Medical University or its affiliated hospitals: first, verify the detailed statement we have sent. Once you have confirmed that the amounts and resource information are correct, please have the laboratory PI sign the document and scan the signed file. Second, refer to the attachment in the email to provide us with the invoice recipient information for reimbursement, and send it to us along with the signed document from the first step. If you need to sign a testing, laboratory analysis, or processing contract, please include the contact information of a platform staff member to facilitate communication and complete the contract signing.

Part II: Cell Service FAQs

Q1: How should I handle cells upon receipt?

A1: Please refer to the specific culture recommendations provided in the email accompanying your cell order. General guidelines are as follows:

- ① **Cryopreserved Cells:** If planning to revive within one week, cells can be temporarily stored at -80°C. For longer storage, transfer them to liquid nitrogen immediately to minimize cryodamage.
- ② **Adherent Cells:** Wipe the culture flask with 75% ethanol and place it in the incubator for 2--4 hours to allow cells to settle before manipulation. It is recommended to pass most cell lines when they reach 70%--90% confluency.
- ③ **Semi-Adherent Cells:** After ethanol wipe, collect the supernatant. Add 3--4 mL of complete medium to the original flask, gently pipette to detach the remaining cells. Centrifuge the collected supernatant at 300×g for 3 minutes. Discard the supernatant, resuspend the cell pellet in 1--2 mL of fresh complete medium, and return the cell suspension to the original flask. Add the necessary amount of medium to reach the desired culture volume.
- ④ **Suspension Cells:** After ethanol wipe, collect the cell suspension into a centrifuge tube. Centrifuge at 300×g for 5 minutes. Discard the supernatant, resuspend the cell pellet in 1--2 mL of fresh complete medium, and return the cell suspension to the original flask. Add the necessary amount of medium to reach the desired culture volume.

Q2: What should I do if I am unable to successfully revive a cell line?

A2: First, please communicate with the core staff. Discuss the cell's growth status and expected expansion timeline to receive culture advice. If you are unable to successfully revive the cells within one month of receipt, you may contact the core to complete a Cell After-Sales Request Form. Upon verification, you will be eligible to receive a new cryovial or a fresh culture initiated in a T25 flask. If the failure occurs after one month, or if the core validates that the cells revive normally but your attempts are unsuccessful, it will be processed as a new service request.

Q3: How can I obtain culture information for specific cells?

A3: You can find detailed culture information by clicking the corresponding link for the cell line in the shared resource list. After you receive the cells, the staff will also provide culture recommendations as an email attachment.

Q4: Can I use a different culture medium than the one recommended by the core?

A4: Using the core-recommended medium is advised. If you need to switch to a different medium, we strongly recommend first expanding and cryopreserving a stock of the original cells. Then, use the expanded cells for testing the new medium to confirm their adaptability before making a final decision.

Part III: Vector/Library/Antibody Service FAQs

Q1: What should I do if I discover a sequencing error in a received vector/cDNA?

A1: You may request after-sales service within three months of receiving the resource. Please provide details of the suspected error along with your sequencing results. The core will then contact the original resource provider to arrange for a replacement or sequence correction.

Q2: How can I access details such as vector maps, target gene sequences, or antibody dilution recommendations?

A2: Please contact the core staff directly to request these materials.

Q3: How long can prepared samples be stored at the core before pickup?

A3: Bacterial stocks (e.g., glycerol stocks) should ideally be picked up within 1--3 days. Antibodies should preferably be collected within one week. If you have special circumstances requiring longer storage, please communicate with the staff in advance.