



# *Service Level Agreement*

Research and  
Economic  
Development

Jul 2017 – Jun 2018

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<b>SLA Contact Information</b>	
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**1.0 SERVICE SUMMARY**

Service Line Summary				
Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
<b>Sponsored Programs Administration</b>	√			06
SPA is UCR's institutional office responsible for reviewing, endorsing, and submitting proposals to extramural sponsors for research, training, instructional, and other sponsored activities. SPA is also responsible for preparing and/or reviewing, negotiating, accepting/endorsing agreements for projects funded by federal, state, and other governmental agencies, foundations, corporations, marketing boards, and other public and private sources.				
<b>Research Integrity</b>	√			07
Provides broad oversight, resources and education for integrity and compliance issues relating to the conduct of research at the University of California, Riverside.				
<b>Proposal Development</b>	√			08
Responsibilities include coordination with faculty and staff across the UCR campus to generate competitive proposals to federal and state agencies, foundations, and other entities.				

Service Line Summary				
Unit Service	Level of Service			Page #
	Core Service	Premium Service	Recharge Service	
Corporate and Strategic Partnerships				
The <b>Corporate and Strategic Partnerships (CPS)</b> team at UC Riverside furthers the university's mission by building relationships between campus and corporations that will accelerate the pace of discovery, knowledge transfer and its application for the benefit of society.	√			09
Campus Veterinarian				
Provides veterinary care to all animals used for research and teaching at the University of California, Riverside	√			10
Campus Vivaria				
The OCV is responsible for the Campus Vivaria which provides routine animal care services, including animal procurement, housing, provision of diets and water, daily observation of animals, reporting of abnormal conditions to the veterinary staff, disposal, sanitization of rooms, cages, racks, and other equipment.	√	√	√	11
Central Facility for Advanced Microscopy and Microanalysis (CFAMM)				
CFAMM is a research, service, and consulting laboratory for microscopic characterization of organic and inorganic materials, biological tissue and minerals applying electron beam techniques.	√		√	12

## **2.0 STATISTICS AND FACTS RELEVANT TO 1.0 SERVICE SUMMARY**

[This section will be used to provide an overview of the statistics relevant to the unit – bullet format  
Statistics and facts need to be relevant to business operations. *For example, it's relevant to know that physical plant maintains x million square feet, as this affects service.* Do not include benchmarks here.]

### **Sponsored Programs Administration**

- Supports and advises campus researchers and their staff with a variety of extramural endeavors and funding transactions.
- Serve as UCR's institutional officials responsible for the review and submission of proposals to extramural sponsors for research, training, instructional and other activities.
- Responsible for award negotiation and acceptance on behalf of The Regents for projects funded by federal and state agencies, foundations, corporations, and other public and private sources.

### **Research Integrity**

- Provides broad oversight, resources and education for integrity and compliance issues relating to the conduct of research at the University of California, Riverside.

### **Proposal Development**

- Write and edit funding proposals
- Coordinate proposal activity in academic units
- Manage internal competitions for agency and foundation requests for proposals (RFPs) that limit the number of proposal submissions from campus

### **Corporate and Strategic Partnerships**

- Works with campus stakeholders and corporate contacts to develop collaborations that support the mission of each organization.
- CSP team provides comprehensive support to faculty members. In particular, the team can help you enhance your corporate interactions by a) working with you to make your presentation and slides as effective as possible, and b) developing talking points and strategies for your industry meetings.

### **Campus Veterinarian**

- Current animal census: ~7,000 laboratory mice, 100 laboratory rats, 400 California mice, 20 deer mice, 20 lizards, 5 turtles, 20 bats, 11 cats, 50 chickens, 20 hummingbirds, 3,000 fish
- The CV oversight locations: 4 different campus vivaria and 6 satellite (animal housing outside the vivaria) animal housing locations
- 67 principal investigators (PIs) using animals in research in 106 animal use protocols (AUPs)
- Continuing animal population as more new PIs are recruited
- Additional space needed to house 4-5,000 mice to accommodate five new faculties
- 67 AUP PIs and 106 AUPs

### Campus Vivaria

- Current vivarium animal census: ~7,000 laboratory mice, ~100 laboratory rats, ~400 California mice, 20 deer mice, 5 turtles, 11 cats, 30 chickens.
- 4 different campus vivaria
- 67 principal investigators (PIs) using animals in research in 106 animal use protocols (AUPs)
- Continuing animal population as more new PIs are recruited
- Additional space need to hold 4-5,000 mice to accommodate five new faculties

### Central Facility for Advanced Microscopy and Microanalysis

- Services are provided to 76 UCR faculty, 5 staff members, 32 UCR post docs, and 215 UCR students; 14 faculty from outside academic organizations, 18 researchers from 9 external non-academic organizations.

**3.0 SERVICE LINE DETAIL**

<b>Name of Service:</b>	<b>Sponsored Programs Administration (SPA)</b>
<b>Brief Description of Service:</b>	SPA is UCR's institutional office responsible for reviewing, endorsing, and submitting proposals to extramural sponsors for research, training, instructional, and other sponsored activities. SPA is also responsible for preparing and/or reviewing, negotiating, accepting/endorsing agreements for projects funded by federal, state, and other governmental agencies, foundations, corporations, marketing boards, and other public and private sources.
<b>Web Address</b>	<a href="https://research.ucr.edu/SPA.aspx">https://research.ucr.edu/SPA.aspx</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Proposal Review and Submission</li> <li>• PreAward Administration</li> <li>• Award Review, Negotiation, Approval/Execution, and Set-Up</li> <li>• Post-Award Administration</li> <li>• General/Other</li> </ul>
<b>Staffing Requirements</b>	<p><u>SPA Management</u></p> <ul style="list-style-type: none"> <li>• 1 FTE – Associate Vice Chancellor for Research</li> <li>• 1 FTE – Assistant Vice Chancellor for Sponsored Programs</li> <li>• 1 FTE - Assistant Director, Sponsored Programs Admin.</li> <li>• 1 FTE - Assistant Director, Clinical Research</li> </ul> <p><u>SPA Contract and Grant Officer (CGO) Staff</u></p> <ul style="list-style-type: none"> <li>• 3 FTE - Sr. Contract and Grant Officer</li> <li>• 1 FTE - Principal Sponsored Programs Administrator</li> <li>• 1 FTE - Principal Contract and Grant Officer/MTA Officer</li> <li>• 1 FTE - Industry Contracts Officer/MTA Officer</li> </ul> <p><u>Other SPA Staff Member</u></p> <ul style="list-style-type: none"> <li>• 1 FTE - Principal Training Officer</li> </ul>
<b>Recharge Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>List units that do not pay to use services</b>	No units pay for services.

<b>Name of Service:</b>	<b>Research Integrity</b>
<b>Brief Description of Service:</b>	<p>The Office of <b>Research Integrity</b> provides broad oversight, resources and education for integrity and compliance issues relating to the conduct of research at the University of California, Riverside. The Office of Research Integrity carries out its responsibilities by:</p> <ul style="list-style-type: none"> <li>• Monitor and make recommendations concerning ethical, professional, federal, state and other (e.g., international) policies relating to research;</li> <li>• Creating and maintaining the UCR research integrity and compliance infrastructure;</li> <li>• Educate and train researchers in the responsible conduct of research and research compliance;</li> <li>• Liaison with other campus units to ensure all regulatory, legal and policy requirements are met</li> </ul> <p>Implement policy and procedural requirements relating to research misconduct and the federal Office of Research Integrity.</p>
<b>Web Address</b>	<a href="http://research.ucr.edu/ORI">http://research.ucr.edu/ORI</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Regulatory Protocol/Application Development</li> <li>• Regulatory Protocol/Application Review</li> <li>• Regulatory Committee Operations</li> <li>• Regulatory agency obligations &amp; accreditation maintenance</li> <li>• Accreditation &amp; regulatory agency obligations</li> <li>• Training and Education</li> <li>• Preliminary Research Misconduct investigations</li> <li>• General/Other</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1 FTE Director</li> <li>• 1 FTE – Rsch Comp Anl 3 (Socio-Behavioral)</li> <li>• 1 FTE – Rsch Comp Anl 3 (Clinical-Biomed)</li> <li>• 1 FTE – Rsch Comp Anl 3 (Animal)</li> <li>• 1 FTE – Rsch Comp Anl 3 (Socio-Behavioral)</li> <li>• 1 FTE - Program Assistant III</li> <li>• 1 FTE – Education Analyst 3</li> </ul>
<b>Recharge Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>List units that do not pay to use services</b>	No units pay for services.



<b>Name of Service:</b>	<b>Proposal Development</b>
<b>Brief Description of Service:</b>	RED supports grant proposal development through its <b>Research Development</b> unit. Responsibilities include coordination with faculty and staff across the UCR campus to generate competitive proposals to federal and state agencies, foundations, and other entities.
<b>Web Address</b>	<a href="http://research.ucr.edu/ord/proposaldevelopment.aspx">http://research.ucr.edu/ord/proposaldevelopment.aspx</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Write and edit funding proposals</li> <li>• Coordinate proposal activity in academic units</li> <li>• Manage internal competitions for agency and foundation requests for proposals (RFPs) that limit the number of proposal submissions from campus</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1 FTE – Director/Grant Writer</li> <li>• 1 FTE – Grant Writer</li> </ul>
<b>Recharge Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>List units that do not pay to use services</b>	No units pay for services.

<b>Name of Service:</b>	<b>Corporate and Strategic Partnerships</b>
<b>Brief Description of Service:</b>	The <b>Corporate and Strategic Partnerships</b> (CPS) team at UC Riverside furthers the university’s mission by building relationships between campus and corporations that will accelerate the pace of discovery, knowledge transfer and its application for the benefit of society.
<b>Web Address</b>	http://www.ucruottp.net/corporate-strategic-partnerships
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Secure at least 6 new multi-level corporate engagements a year.</li> <li>• Engage with 20 new corporate opportunities to campus a year</li> <li>• Invite senior level industry representative to campus to deliver high level talks on a quarterly basis.</li> <li>• Develop and implement a strategy that will secure research collaboration between at least 10 companies and UCR.</li> <li>• Develop, implement and maintain a network of industry affiliates in Southern California</li> <li>• Develop novel strategies for corporate engagement that capitalize on UCR research and corporate needs.</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1 FTE Director</li> <li>• 2 FTE Associate Director</li> </ul>
<b>Recharge Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>List units that do not pay to use services</b>	No units pay for services.

<b>Name of Service:</b>	<b>Campus Veterinarian</b>
<b>Brief Description of Service:</b>	<p>As mandated by the Animal Welfare Act (AWA) and Regulations (Title 9 C.R.R., Sect. 2.33), the <b>Campus Veterinarian (CV)</b> provides veterinary care to all animals used for research and teaching at the University of California, Riverside (UCR). Such care includes training, preventive medicine, clinical, and diagnostic services. Animal species used for research and teaching at UCR include laboratory mice and rats, deer mice, California mice, cats, bats, chickens, hummingbirds, frogs, turtles, lizards, and fish.</p> <p>Weekend, holiday, and emergency care is readily available by the CV as adequate veterinary care must be provided <b>at all times according to the federal regulations</b> (Sect. 2.33(b)).</p> <p>The CV is responsible for routine animal care services, which include animal procurement, housing, provision of diets and water, daily observation of animals, reporting of abnormal conditions to the veterinary staff, carcass disposal, sanitization of rooms, cages, racks, and other equipment.</p> <p>The CV is a voting member of the Institutional Animal Care and Use Committee (IACUC) as required by the regulations (Sect. 2.33(a)(3)).</p>
<b>Web Address</b>	<a href="http://research.ucr.edu/ocv.aspx">http://research.ucr.edu/ocv.aspx</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Veterinary Medical Care (control, prevent, diagnose, and treat diseases and injuries)</li> <li>• Weekend, holiday, and emergency veterinary care</li> <li>• Regulatory Compliance (IACUC membership, protocol review, inspections, etc.)</li> <li>• Research Support (guidance to research personnel involved in the care and use of animals regarding handling, immobilization, anesthesia, analgesia, tranquilization, and euthanasia)</li> <li>• Security (access to vivaria)</li> <li>• Administration</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1 FTE – Veterinarian</li> <li>• 1 FTE – Administrative Assistant</li> </ul>
<b>Recharge Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>List units that do not pay to use services</b>	N/A

<b>Name of Service:</b>	<b>Campus Vivaria</b>
<b>Brief Description of Service:</b>	The OCV is responsible for the Campus Vivaria which provides routine animal care services, including animal procurement, housing, provision of diets and water, daily observation of animals, reporting of abnormal conditions to the veterinary staff, disposal, sanitization of rooms, cages, racks, and other equipment.
<b>Web Address</b>	<a href="http://research.ucr.edu/ocv.aspx">http://research.ucr.edu/ocv.aspx</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Animal Husbandry</li> <li>• Facility Maintenance &amp; Sanitation</li> <li>• Animal Health &amp; Technical Assistance</li> <li>• Cage Washing</li> <li>• Administration</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1 FTE – Vivarium Operations Manager</li> <li>• 1 FTE – Animal Health Technician</li> <li>• 1 FTE – Principal Animal Technician</li> <li>• 3 FTE – Animal Technicians</li> <li>• 5 FTE – Assistant Animal Technicians</li> </ul>
<b>Recharge Services</b>	Animal Husbandry Facility Maintenance & Sanitation Animal Health & Technical Assistance Cage Washing Administration
<b>Premium Services</b>	Premium services are available.
<b>List units that do not pay to use services</b>	[Provide a list of units that do not pay to use services] <ul style="list-style-type: none"> <li>• N/A</li> </ul>

<b>Name of Service:</b>	<b>Central Facility for Advanced Microscopy and Microanalysis (CFAMM)</b>
<b>Brief Description of Service:</b>	Advanced imaging and microanalysis of customer specimens by CFAMM staff utilizing electron beam techniques such as imaging and diffraction by transmission electron microscopy, imaging by scanning electron microscopy, chemical microanalysis by energy dispersive spectroscopy, electron backscattered diffraction analysis, sectioning of materials by focused ion beam technique. Preparation of customer specimens for imaging and microanalysis. Training of customers in operation of electron microscopes and performing imaging and microanalysis. Providing consultation and interpretation of results, images, and data to customers. Providing collaborative research support to customers.
<b>Web Address</b>	<a href="http://cfamm.ucr.edu/">http://cfamm.ucr.edu/</a>
<b>Service Level Agreement Specifics/Requirements of Service:</b>	<ul style="list-style-type: none"> <li>• Operation, training, and access to FEI Titan Themis 300 Scanning Transmission Electron Microscope.</li> <li>• Operation, training, and access to FEI Tecnai12 Transmission Electron Microscope.</li> <li>• Operation, training, and access to FEI NNS450 Scanning Electron Microscope</li> <li>• Operation, training, and access to FEI XL30 Scanning Electron Microscope</li> <li>• Operation, training, and access to FEI Quanta 200i Focused Ion Beam/Scanning Electron Microscope.</li> </ul>
<b>Staffing Requirements</b>	<ul style="list-style-type: none"> <li>• 1 FTE – Facility Director</li> <li>• 1 FTE – Staff Research Associate (SRA)</li> </ul>
<b>Recharge Services</b>	<p><u>Services:</u></p> <ul style="list-style-type: none"> <li>• Critical-Point-Drying (CPD)</li> <li>• Operator Assistance</li> <li>• Sample Preparation</li> <li>• Sputtering 108Auto</li> <li>• Training / Consultation</li> <li>• Ultramicrotome</li> <li>• Vacuum Evaporation</li> <li>• Lapping/polishing/cutting</li> <li>• Diamond Saw</li> <li>• Dimpler</li> <li>• Fullam Carbon Coater</li> <li>• Ion Milling</li> </ul>

	<ul style="list-style-type: none"> <li>• Syton Polishing</li> <li>• Tripod Polisher</li> <li>• Ultrasonic Cutter</li> </ul> <p><u>Operation</u></p> <ul style="list-style-type: none"> <li>• STEM Titan Themis 300</li> <li>• SEM XL30</li> <li>• SEM NNS450</li> <li>• TEM Tecnai12</li> <li>• FIB/SEM Quanta 200i</li> <li>• SEM Mira3 GMU</li> <li>• Advanced Support/Consultation</li> </ul> <p><u>General</u></p> <ul style="list-style-type: none"> <li>• Perform collaborative Research</li> <li>• Develop/implement research methods for SEM imaging and analysis</li> <li>• Develop/implement research methods for TEM imaging and analysis</li> <li>• Develop/implement research methods for EDX analysis of bulk specimens</li> <li>• Develop/implement research methods for EDX analysis of thin specimens</li> <li>• Provide routine maintenance of microscopes/equipment</li> <li>• Provide system administration of CFAMM computers</li> <li>• Develop, maintain and upgrade facility website</li> <li>• Establish/enforce facility policies and procedures</li> <li>• Develop, establish, enforce facility recharge policies and fees</li> <li>• Establish, develop, maintain facility safety protocols</li> <li>• Develop standard operating instructions for all facility equipment</li> <li>• Develop training procedures</li> <li>• Negotiate with vendors and enforce equipment maintenance contracts</li> <li>• Teach classes in electron microscopy techniques</li> <li>• Support teaching activities utilizing EM techniques</li> <li>• Create written reports to clients</li> <li>• Provide methodological support and expertise in EM to CFAMM users</li> <li>• Specify and request purchase of chemicals, consumables and equipment</li> <li>• Research or determine through experience or experimentation appropriate sample preparation techniques for various applications.</li> <li>• Prepare specimens for transmission electron microscopy including suspensions techniques, ion milling, cutting and mechanical polishing, fixation, dehydration, embedding,</li> </ul>
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	<p>sectioning, attaining, negative staining, immuno labeling, critical point drying, and any other techniques required.</p> <ul style="list-style-type: none"> <li>• Prepare specimens for scanning electron microscopy including coating, thinning, polishing, fixation, dehydration, critical point drying and any other related techniques.</li> <li>• Perform specialized photomicrography techniques and digital imaging processing.</li> <li>• Perform operational maintenance and alignment of microscopes.</li> <li>• Routine maintenance of the microscopes and all ancillary equipment.</li> <li>• Maintain a clean and safe working environment in all areas of the laboratory.</li> <li>• Maintain inventory of laboratory supplies and equipment</li> <li>• Prepare chemical reagents and maintain chemical inventory</li> <li>• Manage chemical, biohazard and radioactive waste</li> <li>• Provide collaborative EM research support to external research grants</li> </ul>
<b>Premium Services</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>List units that do not pay to use services</b>	<ul style="list-style-type: none"> <li>• Services only available with fee.</li> </ul>