

**AGREEMENT BETWEEN THE COUNTY OF TEHAMA AND
ANDE CORPORATION**

This agreement is entered into between the County of Tehama, through its Sheriff's Office, ("County") and ANDE Corporation ("Contractor") for the purpose of purchasing an ANDE 6C Instrument, testing consumables and extended three-year service agreement for the Tehama County Sheriff's Office.

RESPONSIBILITIES OF CONTRACTOR

During the term of this agreement, Contractor shall provide and install an ANDE 6C Instrument for the purchase of rapidly testing DNA. The contractor shall also provide training, software support/updates for a total of four years, and one year of testing consumables. A description of the product and services is provided in Exhibit B.

1) RESPONSIBILITIES OF THE COUNTY

County shall compensate Contractor for said services pursuant to Section 3 and 4 of this agreement.

2) COMPENSATION

Contractor shall be paid an all-inclusive fee not to exceed \$343,050.00, as described hereto as Exhibit B, for all services rendered under this agreement. Contractor shall not be entitled to payment or reimbursement for any tasks or services performed except as specified herein.

Contractor shall have no claim against County for payment of any compensation or reimbursement beyond the flat fee amount set forth above, of any kind whatsoever, or for any service provided by Contractor after the expiration or other termination of this Agreement.

Should Contractor receive any such payment it shall immediately notify County and shall immediately repay all such funds to County. This provision shall survive the expiration or other termination of this Agreement.

Agreement #: _____

3) BILLING AND PAYMENT

Contractor shall submit an invoice for the flat fee amount to County within thirty (30) days after Instrument has been received and installed to the reasonable satisfaction of County. County shall make payment of all undisputed amounts within 30 days of receipt of Contractor's invoice.

4) TERM OF AGREEMENT

This agreement shall commence on the date of signing and shall terminate 48 months after the date of execution, unless terminated in accordance with section 6 below.

5) TERMINATION OF AGREEMENT

If Contractor fails to perform his/her duties to the satisfaction of the County, or if Contractor fails to fulfill in a timely and professional manner his/her obligations under this agreement, or if Contractor violates any of the terms or provisions of this agreement, then the County shall have the right to terminate this agreement effective immediately upon the County giving written notice thereof to the Contractor. Either party may terminate this agreement on 30 days' written notice. County shall pay contractor for all work satisfactorily completed as of the date of notice. County may terminate this agreement immediately upon oral notice should funding cease or be materially decreased, or should the Tehama County Board of Supervisors fail to appropriate sufficient funds for this agreement in any fiscal year.

The County's right to terminate this agreement may be exercised by the Sheriff-Coroner.

6) ENTIRE AGREEMENT; MODIFICATION

This agreement for the services specified herein supersedes all previous agreements for these services and constitutes the entire understanding between the parties hereto. Contractor shall be entitled to no other benefits other than those specified herein. No changes, amendments or alterations shall be effective unless in writing and signed by both parties. Contractor specifically acknowledges that in entering into and executing this agreement, Contractor relies solely upon the provisions contained in this agreement and no other oral or written representation.

7) NONASSIGNMENT OF AGREEMENT

Inasmuch as this agreement is intended to secure the specialized services of Contractor, Contractor may not assign, transfer, delegate or sublet any interest herein without the prior written consent of the County.

8) EMPLOYMENT STATUS

Contractor shall, during the entire term of this agreement, be construed to be an independent contractor and nothing in this agreement is intended nor shall be construed to create an employer-employee relationship, a joint venture relationship, or to allow County to exercise discretion or control over the professional manner in which Contractor performs the services which are the subject matter of this agreement; provided always, however, that the services to be provided by Contractor shall be provided in a manner consistent with the professional standards applicable to such services. The sole interest of the County is to insure that the services shall be rendered and performed in a competent, efficient and satisfactory manner. Contractor shall be fully responsible for payment of all taxes due to the State of California or the Federal government, which would be withheld from compensation of Contractor, if Contractor were a County employee. County shall not be liable for deductions for any amount for any purpose from Contractor's compensation. Contractor shall not be eligible for coverage under County's Workers Compensation Insurance Plan nor shall Contractor be eligible for any other County benefit.

9) INDEMNIFICATION

Contractor shall defend, hold harmless, and indemnify Tehama County, its elected officials, officers, employees, agents, and volunteers against all claims, suits, actions, costs, expenses (including but not limited to reasonable attorney's fees of County), damages, judgments, or decrees by reason of any person's or persons' injury, including death, or property (including property of County) being damaged, arising out of contractor's performance of work hereunder or its failure to comply with any of its obligations contained in this agreement, whether by negligence or otherwise. Contractor shall, at its own expense, defend any suit or action founded upon a claim of the foregoing. Contractor shall also defend and indemnify County against any adverse determination made by the Internal Revenue Service or the State Franchise Tax Board and/or any other taxing or regulatory agency against the County with respect to Contractor's

“independent contractor” status that would establish a liability for failure to make social security or income tax withholding payments, or any other legally mandated payment.

10) INSURANCE

Contractor shall procure and maintain insurance pursuant to Exhibit A, “Insurance Requirements For Contractor,” attached hereto and incorporated by reference.

11) PREVAILING WAGE

Contractor certifies that it is aware of the requirements of California Labor Code Sections 1720 et seq. and 1770 et seq., as well as California Code of Regulations, Title 8, Section 16000 et seq. (“Prevailing Wage Laws”), which require the payment of prevailing wage rates and the performance of other requirements on certain “public works” and “maintenance” projects. If the Services hereunder are being performed as part of an applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, and if the total compensation is \$1,000 or more, Contractor agrees to fully comply with and to require its subcontractors to fully comply with such Prevailing Wage Laws, to the extent that such laws apply. If applicable, County will maintain the general prevailing rate of per diem wages and other information set forth in Labor Code section 1773 at its principal office, and will make this information available to any interested party upon request. Contractor shall defend, indemnify and hold the County, its elected officials, officers, employees and agents free and harmless from any claims, liabilities, costs, penalties, or interest arising out of any failure or alleged failure of the Contractor or its subcontractors to comply with the Prevailing Wage Laws. Without limiting the generality of the foregoing, Contractor specifically acknowledges that County has not affirmatively represented to contractor in writing, in the call for bids, or otherwise, that the work to be covered by the bid or contract was not a “public work.” To the fullest extent permitted by law, Contractor hereby specifically waives and agrees not to assert, in any manner, any past, present, or future claim for indemnification under Labor Code section 1781.

Contractor acknowledges the requirements of Labor Code sections 1725.5 and 1771.1 which provide that no contractor or subcontractor may be listed on a bid proposal or be awarded a contract for a public works project unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5, with exceptions from this requirement specified under Labor Code sections 1725.5(f), 1771.1(a) and 1771.1(n).

If the services are being performed as part of the applicable “public works” or “maintenance” project, as defined by the Prevailing Wage Laws, Contractor acknowledges that this project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.

12) NON-DISCRIMINATION

Contractor shall not employ discriminatory practices in the treatment of persons in relation to the circumstances provided for herein, including assignment of accommodations, employment of personnel, or in any other respect on the basis of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex, age, or sexual orientation.

13) GREEN PROCUREMENT POLICY

Through Tehama County Resolution No. 2021-140, the County adopted the Recovered Organic Waste Product Procurement Policy (available upon request) to (1) protect and conserve natural resources, water and energy; (2) minimize the jurisdiction’s contribution to pollution and solid waste disposal; (3) comply with state requirements as contained in 14 CCR Division 7, Chapter 12, Article 12 (SB 1383); (4) support recycling and waste reduction; and (5) promote the purchase of products made with recycled materials, in compliance with the California Integrated Waste Management Act of 1989 (AB 939) and SB1382 when product fitness and quality are equal and they are available at the same or lesser cost of non-recycled products. Contractor shall adhere to this policy as required therein and is otherwise encouraged to conform to this policy.

14) COMPLIANCE WITH LAWS AND REGULATIONS

All services to be performed by Contractor under to this Agreement shall be performed in accordance with all applicable federal, state, and local laws, ordinances, rules, and regulations. Any change in status, licensure, or ability to perform activities, as set forth herein, must be reported to the County immediately.

15) LAW AND VENUE

This agreement shall be deemed to be made in, and shall be governed by and construed in accordance with the laws of the State of California (excepting any conflict of laws provisions

which would serve to defeat application of California substantive law). Venue for any action arising from this agreement shall be in Tehama County, California.

16) AUTHORITY

Each party executing this Agreement and each person executing this Agreement in any representative capacity, hereby fully and completely warrants to all other parties that he or she has full and complete authority to bind the person or entity on whose behalf the signing party is purposing to act.

17) NOTICES

Any notice required to be given pursuant to the terms and provisions of this agreement shall be in writing and shall be sent first class mail to the following addresses:

NOTICES TO COUNTY:

Tehama County Sheriff's Office
Attn: Dave Kain, Sheriff-Coroner
P.O. BOX 729
Red Bluff, CA 96080
(530) 527-7900
dkain@tehamaso.org

NOTICES TO CONTRACTOR:

ANDE Corporation
Attn: Brian Barber
1860 Industrial Circle, Suite A
Longmont, Colorado 80501
(720) 438-8574
bribar1@ande.com

INVOICES SUBMITTED TO COUNTY:

Tehama County Sheriff's Office
Attn: Nickoli Brummond
P.O. BOX 729
Red Bluff, CA 96080
(530) 528-8979 option 1
nbrummond@tehamaso.org

GRANTS/CONTRACTS TO COUNTY:

Tehama County Sheriff's Office
Attn: Grants/Contracts
P.O. BOX 729
Red Bluff, CA 96080
(530) 528-8979 option 2
jcrane@tehamaso.org

Notice shall be deemed to be effective two days after mailing.

18) NON-EXCLUSIVE AGREEMENT:

Contractor understands that this is not an exclusive agreement, and that County shall have the right to negotiate with and enter into agreements with others providing the same or similar services to those provided by Contractor, or to perform such services with County's own forces, as County desires.

19) STANDARDS OF THE PROFESSION

Contractor agrees to perform its duties and responsibilities pursuant to the terms and conditions of this agreement in accordance with the standards of the profession for which Contractor has been properly licensed to practice.

20) LICENSING OR ACCREDITATION

Where applicable the Contractor shall maintain the appropriate license or accreditation through the life of this contract.

21) RESOLUTION OF AMBIGUITIES:

If an ambiguity exists in this Agreement, or in a specific provision hereof, neither the Agreement nor the provision shall be construed against the party who drafted the Agreement or provision.

22) NO THIRD PARTY BENEFICIARIES:

Neither party intends that any person shall have a cause of action against either of them as a third party beneficiary under this Agreement. The parties expressly acknowledge that is not their intent to create any rights or obligations in any third person or entity under this Agreement. The parties agree that this Agreement does not create, by implication or otherwise, any specific, direct or indirect obligation, duty, promise, benefit and/or special right to any person, other than the parties hereto, their successors and permitted assigns, and legal or equitable rights, remedy, or claim under or in respect to this Agreement or provisions herein.

23) HAZARDOUS MATERIALS

Contractor shall provide to County all Safety Data Sheets covering all Hazardous Materials to be furnished, used, applied, or stored by Contractor, or any of its Subcontractors, in connection with the services on County property. Contractor shall provide County with copies of any such Safety Data Sheets prior to entry to County property or with a document certifying that no Hazardous Materials will be brought onto County property by Contractor, or any of its Subcontractors, during the performance of the services. County shall provide Safety Data Sheets for any Hazardous Materials that Contractor may be exposed to while on County property.

24) HARASSMENT

Contractor agrees to make itself aware of and comply with the County's Harassment Policy, TCPR §8102: Harassment, which is available upon request. The County will not tolerate or condone harassment, discrimination, retaliation, or any other abusive behavior. Violations of this policy may cause termination of this agreement.

25) COUNTERPARTS, ELECTRONIC SIGNATURES – BINDING

This agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each Party of this agreement agrees to the use of electronic signatures, such as digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (“CUETA”) Cal. Civil Code §§ 1633.1 to 1633.17), for executing this agreement. The Parties further agree that the electronic signatures of the Parties included in this agreement are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic signature means an electronic sound, symbol, or process attached to or logically associated with an electronic record and executed or adopted by a person with the intent to sign the electronic record pursuant to the CUETA as amended from time to time. The CUETA authorizes use of an electronic signature for transactions and contracts among Parties in California, including a government agency. Digital signature means an electronic identifier, created by computer, intended by the party using it to have the same force and effect as the use of a manual signature, and shall be reasonably relied upon by the Parties. For purposes of this section, a digital signature is a type of “electronic signature” as defined in subdivision (i) of Section 1633.2 of the Civil Code. Facsimile signatures or signatures transmitted via pdf document shall be treated as originals for all purposes.

26) EXHIBITS

Contractor shall comply with all provisions of Exhibits A through B, attached hereto and incorporated by reference. In the event of a conflict between the provisions of the main body of this Agreement and any attached Exhibit(s), the main body of the Agreement shall take precedence.

IN WITNESS WHEREOF, County and Contractor have executed this agreement on the day and year set forth below.

COUNTY OF TEHAMA

Date: _____

Sheriff-Coroner

Date: _____

Chairman, Board of Supervisors

ANDE CORPORATION

Date: 05/04/2026

Steve Bohn

Steven Bohn, CFO

Agreement #: _____

V000448

Vendor Number

2027-57608

Budget Account Number

bribar1@ande.com

Vendor Email

(720) 438-8574

Vendor Phone Number

Exhibit A

INSURANCE REQUIREMENTS FOR CONTRACTOR

Contractor shall procure and maintain, for the duration of the contract, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work described herein and the results of that work by Contractor, his/her agents, representatives, employees or subcontractors. At a minimum, Contractor shall maintain the insurance coverage, limits of coverage and other insurance requirements as described below.

Commercial General Liability (including operations, products and completed operations) \$1,000,000 per occurrence for bodily injury, personal injury and property damage. If coverage is subject to an aggregate limit, that aggregate limit will be twice the occurrence limit, or the general aggregate limit shall apply separately to this project/location.

Automobile Liability

Automobile liability insurance is required with minimum limits of \$1,000,000 per accident for bodily injury and property damage, including owned and non-owned and hired automobile coverage, as applicable to the scope of services defined under this agreement.

Workers' Compensation

If Contractor has employees, he/she shall obtain and maintain continuously Workers' Compensation insurance to cover Contractor and Contractor's employees and volunteers, as required by the State of California, as well as Employer's Liability insurance in the minimum amount of \$1,000,000 per accident for bodily injury or disease.

Professional Liability (Contractor/Professional services standard agreement only)

If Contractor is a state-licensed architect, engineer, contractor, counselor, attorney, accountant, medical provider, and/or other professional licensed by the State of California to practice a profession, Contractor shall provide and maintain in full force and effect while providing services pursuant to this contract a professional liability policy (also known as Errors and Omissions or Malpractice liability insurance) with single limits of liability not less than \$1,000,000 per claim and \$2,000,000 aggregate on a claims made basis. However, if

coverage is written on a claims made basis, the policy shall be endorsed to provide coverage for at least three years from termination of agreement.

If Contractor maintains higher limits than the minimums shown above, County shall be entitled to coverage for the higher limits maintained by Contractor.

All such insurance coverage, except professional liability insurance, shall be provided on an “occurrence” basis, rather than a “claims made” basis.

Endorsements: Additional Insureds

The Commercial General Liability and Automobile Liability policies shall include, or be endorsed to include “Tehama County, its elected officials, officers, employees and volunteers” as an additional insured.

The certificate holder shall be “County of Tehama.”

Deductibles and Self-Insured Retentions

Any deductibles or self-insured retentions of \$25,000 or more must be declared to, and approved by, the County. The deductible and/or self-insured retentions will not limit or apply to Contractor’s liability to County and will be the sole responsibility of Contractor.

Primary Insurance Coverage

For any claims related to this project, Contractor’s insurance coverage shall be primary insurance as respects the County, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be excess of Contractor’s insurance and shall not contribute with it.

Coverage Cancellation

Each insurance policy required herein shall be endorsed to state that “coverage shall not be reduced or canceled without 30 days’ prior written notice certain to the County.”

Acceptability of Insurers

Contractor’s insurance shall be placed with an insurance carrier holding a current A.M. Best & Company’s rating of not less than A:VII unless otherwise acceptable to the County. The County

reserves the right to require rating verification. Contractor shall ensure that the insurance carrier shall be authorized to transact business in the State of California.

Subcontractors

Contractor shall require and verify that all subcontractors maintain insurance that meets all the requirements stated herein.

Material Breach

If for any reason, Contractor fails to maintain insurance coverage or to provide evidence of renewal, the same shall be deemed a material breach of contract. County, in its sole option, may terminate the contract and obtain damages from Contractor resulting from breach. Alternatively, County may purchase such required insurance coverage, and without further notice to Contractor, County may deduct from sums due to Contractor any premium costs advanced by County for such insurance.

Policy Obligations

Contractor's indemnity and other obligations shall not be limited by the foregoing insurance requirements.

Verification of Coverage

Contractor shall furnish County with original certificates and endorsements effecting coverage required herein. All certificates and endorsements shall be received and approved by the County prior to County signing the agreement and before work commences. However, failure to do so shall not operate as a waiver of these insurance requirements.

The County reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time.

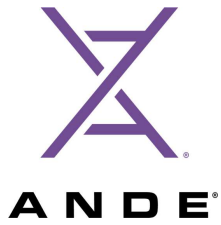


Exhibit B

Rapid DNA System Quotation



1860 Industrial Circle, Suite A
Longmont, CO 80501

ANDE.com

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QUOTATION

ANDE Corporation

1860 Industrial Circle, Suite A
Longmont, Colorado 80501
www.ANDE.com

Tehama County Sheriff's Office

QUOTE Q-02313
DATE 3/25/2026
EXPIRES 5/31/2026

BILLING

Tehama County Sheriff's Office
22840 Antelope Boulevard
Red Bluff CA 96080

SHIPPING

Tehama County Sheriff's Office
22840 Antelope Boulevard
Red Bluff CA 96080

CONTACT

Nickoli Brummond
530-528-8979
nbrummond@tehamaso.org

ACCOUNT EXECUTIVE

Brian Barber
briabar1@ande.com

DELIVERY METHOD

FOB Origin

PAYMENT METHOD

Net 30

INSTRUMENT & TRAINING

QTY	PART #	PRODUCT	DESCRIPTION	LIST PRICE	SALES PRICE	TOTAL
1.00	A0120001003	ANDE 6C Instrument	ANDE 6-Color Instrument with Pre-installed expert system software and a color screen interface. Includes: - ANDE Chip Loading Fixture - Barcode Scanner - Grounded Power Cord	USD 300,000.00	USD 180,000.00	USD 180,000.00
1.00	A1230001001	Shipping - Instrument - Domestic	Instrument Shipping Charges (Per Instrument)	USD 1,000.00	USD 1,000.00	USD 1,000.00
1.00	A1110001193	ANDE Installation Services	Installation Services will send an ANDE certified technician to perform the on-site installation for the ANDE system.	USD 4,500.00	USD 4,500.00	USD 4,500.00
1.00	A0410001005	FAIRS	FAIRS Software supports a local DNA database function to store, match and retrieve DNA profiles. FAIRS Software enables the integration and management of ANDE data with laboratory and police station workflows. On-board security supports the need for data privacy. Includes ANDE laptop.	USD 5,000.00	USD 3,750.00	USD 3,750.00
1.00	A0610001149	ANDE System Training	Technical Introduction, Operational & Administration Training 10 Hours Onsite Training for 4 People Includes Travel & 2 A-Chips	USD 10,800.00	USD 7,800.00	USD 7,800.00
1.00	A0610001135	Forensic Sample Collection Training - Customer (Domestic)	Hands-on training in the collection and processing of forensic samples on the ANDE System. On-site, 4-hour training for 4 People. Includes 2 I-Chips.	USD 4,200.00	USD 4,200.00	USD 4,200.00

QTY	PART #	PRODUCT	DESCRIPTION	LIST PRICE	SALES PRICE	TOTAL
1.00	A0610001177	ANDE FAIRS Claimed Relations User Training	This training provides an introduction to the use of ANDE FAIRS Claimed Relationship Software. May be provided online or on-site. 2-hour training for 4 students.	USD 1,500.00	USD 1,500.00	USD 1,500.00
1.00	A0610001171	ANDE Human Remains & Family Reference Sample Processing Training - Domestic		USD 4,800.00	USD 4,800.00	USD 4,800.00
INSTRUMENT & TRAINING TOTAL:						USD 207,550.00

CONSUMABLES - Year 1

QTY	PART #	PRODUCT	DESCRIPTION	LIST PRICE	SALES PRICE	TOTAL
10.00	A0210001057	ANDE A-Chip	A-Chips process up to 5 samples simultaneously using 27 loci.	USD 1,425.00	USD 1,100.00	USD 11,000.00
40.00	A0210001060	ANDE I-Chip	I-Chips process up to 4 samples simultaneously using 27 loci.	USD 1,425.00	USD 1,100.00	USD 44,000.00
250.00	A0310001121	Rapid DNA Smart Swab Single Pack	Rapid DNA Smart Swab Single Pack with RFID, barcode labels, protective tube, and integrated desiccants. Must be ordered in multiples of 50.	USD 3.50	USD 0.00	USD 0.00
50.00	A1230001001	Shipping - Chip - Domestic	Chip Shipping Charges (Per Chip)	USD 90.00	USD 90.00	USD 4,500.00
CONSUMABLES - Year 1 TOTAL:						USD 59,500.00

SERVICE CONTRACT - 3 - Year (Post Warranty)

QTY	PART #	PRODUCT	DESCRIPTION	LIST PRICE	SALES PRICE	TOTAL
1.00	A1110001183	Service Contract 3-Year	Service contract includes diagnostics and repair of the ANDE system in the event of a failure of a major subsystem, as well as software and hardware upgrades.	USD 76,000.00	USD 76,000.00	USD 76,000.00
SERVICE CONTRACT - 3 - Year (Post Warranty) TOTAL:						USD 76,000.00

Optional Items

QTY	PART #	PRODUCT	DESCRIPTION	LIST PRICE	SALES PRICE	TOTAL
1.00	A0110001047	Ruggedized Transport Case w/ Cart and Hold Down Bracket	Case provides shock and vibration protection that exceeds MIL-STD 810G.	USD 17,500.00	USD 14,000.00	USD 14,000.00
Optional Items TOTAL:						USD 14,000.00

GRAND TOTAL: USD 343,050.00



QUOTATION

SPECIAL INSTRUCTIONS

TERMS & CONDITIONS

I hereby acknowledge that I have read the terms and conditions as provided in the 'Terms & Conditions for ANDE Equipment and Services Sales Agreements' available at <https://www.ande.com/terms-conditions/> Title to goods passes when goods leave ANDE shipping facilities, or ANDE's designated ship from point. I understand and agree to all the terms and conditions presented in the agreement.

Signature: _____

Effective Date: ____/____/____

Name (Print): Dave Kain

Title: Sheriff-Coroner

ACCOUNT: Tehama County Sheriff's Office

QUOTE: Q-02313-1

EXPIRES: 5/31/2026

GRAND TOTAL: USD 343,050 **Excludes Optional Services**

HARDWARE AND CONSUMABLES

ANDE Instrument



The ANDE Analysis Instrument is a fully automated, ruggedized, device with integrated data analysis and Expert System software. The instrument automatically performs sample-in to results-out processing and analysis. The system generates DNA Identities in less than 2 hours. Calibration and routine component replacement is not required. All aspects of sample processing, including waste containment, are performed on the single-use ANDE Chip.

ANDE Chip



The ANDE Chip functions as a fully integrated lab-on-a-chip with a multiplex Short Tandem Repeat (STR) assay. Integrated processing steps include purification, PCR amplification, electrophoretic separation, and detection of STR markers. Each sample has a dedicated channel within the Chip, reducing the risk of cross contamination. Chips can be stored at room temperature, eliminating the need for freezers and refrigerators for reagent storage.

ANDE Smart Swabs



The ANDE Swabs include built-in RFID tags and bar codes to provide traceability and minimize the opportunity for sample switches. The ANDE Swab is designed to fully seal and lock into the ANDE Chip to minimize any potential for cross-contamination. The swabs come with a built-in desiccant allowing the samples to be preserved for longer periods of transport.

ANDE Ruggedized Transport Case



Ruggedized hard case for transport of the ANDE instrument to field forward locations. Hardcase is designed to fit through 33" clear openings and comes with a cart for easy maneuvering. Accessories pouches allow all necessary tools, accessories, and a laptop computer to be transported with the instrument. Instrument can be operated without being removed from the case. Case provides shock and vibration protection that exceeds MIL-STD 810G.



EXHIBIT B (Support Agreement)

1 Introduction

The following are ANDE's Support Service Terms that outline the service levels that customers who have purchased an ANDE instrument can expect to receive. The document lays out the responsibilities that ANDE and the customer assume to ensure that the best level of service is achieved.

2 Standard Support Service

The ANDE Standard Service is designed to support the operational activities of the customer to assure the maximum availability & performance of the ANDE machine and related consumables. The ANDE Standard Support Service is primarily targeted for customers that must have the service available **during U.S. business hours**.

The ANDE Standard Support Service comprises the following components:

- Helpdesk
- Fault Investigation and Resolution
- Software and Hardware Updates and Upgrades
- Reporting

2.1 Helpdesk

The helpdesk gives the customer a single interface for all operations and maintenance requests – technical requests, consultations, emergency requests etc.

2.2 Fault Investigation and Resolution

2.2.1 Customer Support Request (CSR) handling

2.2.1.1 General

The CSR handling process covers all services related to any faults within the ANDE machine or related consumables.

2.2.1.2 Responsibility for Service Completion

ANDE has responsibility for CSR response, analysis and resolution within the agreed response times as outlined in 2.2.2 below. The customer will support ANDE by providing timely notification of faults, a complete a description of the fault, timely access, including



EXHIBIT B (Support Agreement)

remote access, to the ANDE machine, and, if required, expedited return of failed consumables to ensure the ANDE Service is returned to normal operating mode as quickly as possible.

2.2.1.3 Submitting Customer Service Requests (CSR's)

When faults are detected, it is the customer's responsibility to timely submit a CSR via telephone to the number or email address noted below. During the call, the customer will be asked to provide detailed information about the nature of the issue, the impact of the issue on normal operations, and any other information that will assist ANDE in initiating the fault analysis and resolution process. If email is used, this same information should be included within the body of the email.

Method	Contact detail	Service hours
Phone number	(800)-ANDE-209 or (800)-263-3209	Continental US Business Hours 8:00 am to 8:00 pm EST
Email	customer.support@ande.com	All email requests will be replied to within the next business day
Customer Support Web Portal	Navigate to www.ande.com , select "Contact", then select "Web Portal"	All service requests submitted via the web portal will be replied to within the next business day

2.2.1.4 Severity

All CSR's shall be assigned a severity according to the definitions below. ANDE assigns the severity after consultation with the customer, according to the guidelines in the table below.

Severity	Guideline
Severity 0	A complete outage of the ANDE system where the organization is unable to process any RapidDNA samples.



EXHIBIT B (Support Agreement)

Severity 1	A significant impairment of the system that is sufficient to result in the inability of the customer to reliably process RapidDNA samples.
Severity 2	Limited impact to functionality, but not the whole ANDE system. Examples: Small restarts, degraded performance, intermittent sample failures, inability to review results on the ANDE FAIRS.
Severity 3	General consultation and minor problems that have a minor effect on the functionality of the product. Examples: Documentation faults, password recovery, minor design imperfections. General Operational & technical questions.

After the application of a procedure or a workaround, the CSR may be closed or the Severity may be downgraded if the customer agrees that this is merited.

2.2.1.5 CSR Communication

Upon receipt of the CSR, a notification message shall be immediately sent to a distribution list of people at the customer and within ANDE. This distribution list can vary depending on the severity classification.

Within the CSR response time, as defined in 2.2.2, ANDE will initiate analysis of the CSR and respond to the customer, providing at least the following information:

- The CSR ID
- The activities that have been initiated
- A person responsible and how he / she can be contacted
- The time interval to when the next update of information will be provided.

ANDE support specialists will continue to work the CSR until the issue is resolved and the CSR is closed.

2.2.1.6 CSR tracking and update

To facilitate post-event analysis and review, all activity steps shall be logged. ANDE will undertake the necessary steps to produce relief, in the form of a final resolution or an interim workaround, within the times specified within these terms of service.

Following resolution of any Severity 0 or 1 issue, ANDE will produce a root cause analysis document that outlines:

- A detailed problem report description
- A detailed problem analysis



EXHIBIT B (Support Agreement)

- The corrective steps taken, including timeframes.

When the customer agrees that the issue has been resolved, the CSR will be closed.

2.2.1.7 Online Access

To quickly solve a reported issue, ANDE's experts may require remote access to the ANDE machine and the customer agrees to provide such access. This access is accomplished via a data link that is established when required and released thereafter.

For the analysis of some issues, ANDE may require the customer to return consumables in a timely manner, so that analysis may be performed at ANDE's labs.

2.2.1.8 On-site Support

If the customer requests on-site support for troubleshooting, ANDE will provide at an additional charge.

2.2.2 Response Times

Response times are always calculated from the time that a valid and complete CSR has been lodged with ANDE via the phone number listed in 2.2.1.3 above.

Following response times apply for ANDE Support Specialist engagement:

ANDE Standard Support		
Severity	Telephone Availability	ANDE Engagement
Severity 0	8:00 am to 8:00 pm Eastern	30 mins typically
		60 mins max
Severity 1	8:00 am to 8:00 pm Eastern	30 min. typically
		60 min max.
Severity 2	8:00 am to 8:00 pm Eastern	4 hrs typically
		Next Business Day
Severity 3	8:00 am to 8:00 pm Eastern	5 Business Days
		10 Business Days



EXHIBIT B (Support Agreement)

If ANDE determines that the resolution of a Severity 0 or 1 CSR requires the replacement of the ANDE machine, a replacement machine will be shipped to the customer within 72 hours.

Business Hours: Mon - Fri, 08:00 - 20:00 (Eastern Time), excl. National Holidays

The following are target resolution times that ANDE will seek to achieve:

ANDE Standard Support		
Severity	Share	Resolution
Severity 0	90%	2 hours
	97%	24 hours
Severity 1	90%	2 hours
	97%	24 hours
Severity 2	90%	48 hours
	97%	5 days
Severity 3	90%	90 days
	97%	Next Major Release

2.3 Software and Hardware Maintenance

2.3.1 Updates and Upgrades

For support and maintenance reasons ANDE may deliver and implement various updates or upgrades, either as preventive and/or corrective maintenance.



EXHIBIT B (Support Agreement)

These updates and upgrades are included in the Support Service at no additional cost to the customer. Charges will apply should ANDE assistance be required for the implementation of such upgrades or updates. The customer is responsible for facilitating ANDE's access to the ANDE machine and related consumables to make sure that any such updates or upgrades can be carried out in a timely manner. To ensure compliance with the terms of the ANDE Support Service, the ANDE machine cannot be allowed to fall more than one release behind the current release.

These updates and upgrades may include Software as well as Hardware.

2.3.1.1 Documentation

ANDE will provide the customer with an overview of any changes included within these updates and upgrades, including instructions on how to use any functionality that is added or modified as a result of these changes.

2.4 Miscellaneous

The customer is responsible for ensuring that the transportation monitoring device attached to each shipment is returned to ANDE for appropriate analysis. This ensures that we are constantly monitoring and improving the quality of our shipping process.


Tehama County Sheriff's Office - Agreement - ANDE - DNA Machine

Final Audit Report


2026-05-04

Created:	2026-05-04
By:	Tehama County Sheriff-Coroner (accounting@tehamaso.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAA4MSGrk7rRyiOpgw9hF2o2FDOOn0w583gs


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 Agreement completed.

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