

From: [Rachel Scattergood](#)
To: [Ritter, Vincent](#)
Subject: Re: CentralSquare ONESolution Quote
Date: Monday, March 16, 2026 3:49:37 PM
Attachments: [Outlook-dbd3iau0.png](#)
[Outlook-pbphsqq4.png](#)
[Outlook-1pkoagbs.png](#)
[Outlook-an5bssbq.png](#)
[Outlook-021hqfzo.png](#)
[Outlook-fr5i1x03.png](#)
[Outlook-nkjm45qu.png](#)
[image.png](#)
[image.png](#)
[Outlook-z0ptdg2f.png](#)
[Outlook-hhrjgvqr.png](#)
[Outlook-1drv4afx.png](#)
[Outlook-qbzo5vdw.png](#)
[Outlook-4upcu3jy.png](#)
[Outlook-5q5icrzv.png](#)
[Outlook-zqk3dhwp.png](#)
[CentralSquare Quote_20260316_192131.pdf](#)

Good afternoon,

I obtained approval for the updated quote and have attached the quoting document to this email.

The previous annual subscription amount for Year 1 was \$450,190.16.

The new annual subscription amount for Year 1 is \$388,786.72.

I have included the new 5 Year TCO, as well as the previous TCP below.

I know you mentioned the Sheriff would like to get this handled expeditiously. Can you advise if you are still working with or considering any other vendors or have you honed in on CentralSquare? Should I have our legal team craft a contract document, so your team can begin reviewing our Solutions Agreement? I want to ensure your legal department has ample time to review and request edits to our contract language.

Let me know if there is anything else I can help with!

Best,
Rachel

Updated 5 Year TCO:

March '26 Quote

Annual Recurring Fees	
Year	Annual Fee (\$)
Year 1	\$ 388,786.72
Year 2	\$ 408,226.06
Year 3	\$ 428,637.36
Year 4	\$ 450,069.23
Year 5	\$ 472,572.69
Total Recurring	\$ 2,148,292.06

One-Time Costs	
Fee Type	Cost (\$)
Implementation Services	\$ 407,265.00
Optional Data Conversion	\$ 280,020.00
Total One-Time Costs	\$ 687,285.00

Total Contract Summary	
Category	Amount (\$)
Total Recurring (5 Years)	\$ 2,148,292.06
Total One-Time Costs	\$ 687,265.00
Grant Total Contract Value	\$ 2,835,557.06

*Pricing includes a 5% annual increase on recurring services
One-time fees are billed seperately and do not escalate*

Here's the previous 5 Year TCO, for reference:

December '25 Quote

Annual Recurring Fees	
Year	Annual Fee (\$)
Year 1	\$ 450,190.16
Year 2	\$ 472,699.67
Year 3	\$ 496,334.65
Year 4	\$ 521,151.38
Year 5	\$ 547,208.95
Total Recurring	\$ 2,487,584.81

One-Time Costs	
Fee Type	Cost (\$)
Implementation Services	\$ 407,265.00
Optional Data Conversion	\$ 280,020.00
Total One-Time Costs	\$ 687,285.00

Total Contract Summary	
Category	Amount (\$)
Total Recurring (5 Years)	\$ 2,487,584.81
Total One-Time Costs	\$ 687,265.00
Grant Total Contract Value	\$ 3,174,849.81

*Pricing includes a 5% annual increase on recurring services
One-time fees are billed seperately and do not escalate*



Rachel Scattergood
Account Executive - Migrations
rachel.scattergood@centralsquare.com
Teams: (336) 281.2062



From: Rachel Scattergood
Sent: Friday, March 13, 2026 5:26 PM
To: Ritter, Vincent
Subject: Re: CentralSquare ONESolution Quote
Sounds good, thank you.

Get [Outlook for iOS](#)

From: Ritter, Vincent
Sent: Friday, March 13, 2026 5:24:12 PM
To: Rachel Scattergood
Subject: Re: CentralSquare ONESolution Quote

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious activities using the Report Phishing Email Button above.

We plan to rush this. I may be able to give you an answer on Monday.

Vincent Ritter - CGCIO
Dir. Tech/Comm
DCSO

From: Rachel Scattergood
Sent: Friday, March 13, 2026 5:03:55 PM
To: Ritter, Vincent
Subject: Re: CentralSquare ONESolution Quote

I was just asked when your agency anticipates being able to sign a contract. Is there an internal timeline or goal date established?

The team approving the quote are asking.



Rachel Scattergood
Account Executive - Migrations
rachel.scattergood@centralsquare.com
Teams: (336) 281.2062



From: Ritter, Vincent
Sent: Friday, March 13, 2026 4:02 PM
To: Rachel Scattergood
Subject: Re: CentralSquare ONESolution Quote

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious activities using the Report Phishing Email Button above.

As soon as you can get it. Thanks for the attention.

Vincent Ritter - CGCIO

Dir. Tech/Comm

DCSO

From: Rachel Scattergood

Sent: Friday, March 13, 2026 4:01:16 PM

To: Ritter, Vincent

Subject: Re: CentralSquare ONESolution Quote

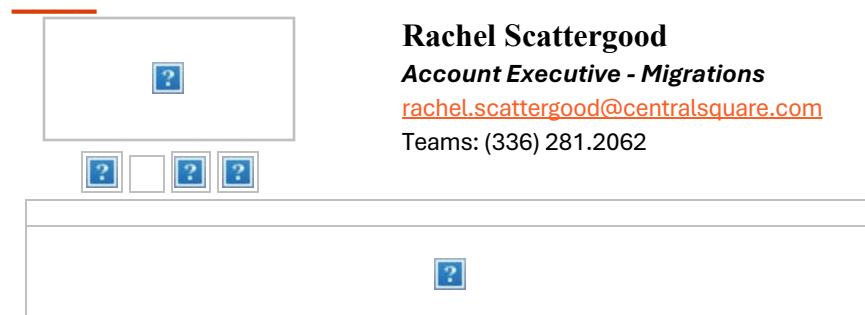
Understood,

I made the appropriate adjustments to the quote and sent it back through our approvals process.

There are ten different senior leaders it has to go through to be fully vetted and approved. My Director and I will stay on top of it and try to get it pushed through as quickly as possible. Usually, I would anticipate something like this to take about a week to be fully approved. My goal will be to have a full approval within just a few days. Is there a specific timeframe in which you need this by?

Best,

Rachel



From: Ritter, Vincent

Sent: Friday, March 13, 2026 2:41 PM

To: Rachel Scattergood

Subject: RE: CentralSquare ONESolution Quote

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious activities using the Report Phishing Email Button above.

Hi Rachel,

I think \$390K will have us in the ballpark. If you can do that, I will give it a very hard run up the chain. How soon do you think you can have an approval on a new number and a new quote?

Thanks,

Vincent Ritter | CGCIO

Director of Technology/Telecommunications



510 South Dillard Street

Durham, North Carolina 27701

Office (919) 560-7479 | Mobile (919) 316-8789

vritter@durhamsheriff.org

From: Rachel Scattergood

Sent: Friday, March 13, 2026 3:27 PM

To: Ritter, Vincent

Subject: Re: CentralSquare ONESolution Quote

Good afternoon,

I appreciate the update. Is there a specific number the Sheriff would like to get to for the annual subscription fee? I can submit a request through our Executive Leadership Team for a larger software discount. I'm fairly confident I can get your annual subscription down from 450K to roughly 395K. If I can secure approval for that additional discount, do you think we have a good shot at getting this approved by the County?

Here are a few ONESolution contacts who I've received permission from to share their information:

Agency: Albany Dougherty County, GA

Contact: Lieutenant William Dowdell

Email: wdowdell@albanyga.gov

Phone: (229) 302-0708

- Albany Dougherty County uses ONESolution in a Cloud environment.

Agency: Clinton County Sheriff, MI

Contact: Undersheriff Mike Gute

Email: gutem@clinton-county.org

Phone: (989) 224-5206

- Clinton County uses ONESolution in an On-Prem environment.

Have a great weekend!

Best,

Rachel



Rachel Scattergood

Account Executive - Migrations

rachel.scattergood@centralsquare.com

Teams: (336) 281.2062



From: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Sent: Friday, March 13, 2026 1:40 PM

To: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Subject: RE: CentralSquare ONESolution Quote

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious activities using the Report Phishing Email Button above.

Good afternoon,

I just left a meeting with Sheriff and our finance team, and it was positive. He does want to know if there are any other cost savings that possibly can be explored. County has us operating on a short string, but this is something we really need, and he wants to move as quickly as possible.

Lastly, any update on the references?

Thanks,

Vincent Ritter | CGCIO

Director of Technology/Telecommunications



510 South Dillard Street

Durham, North Carolina 27701

Office (919) 560-7479 | Mobile (919) 316-8789

vjritter@durhamsheriff.org

From: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Sent: Wednesday, March 4, 2026 4:56 PM

To: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Subject: Re: CentralSquare ONESolution Quote

Good afternoon,

Thank you for the information. I appreciate the update as your agency works toward next steps. I have kept the project open on our end, so I still have the workflows available on my end to move forward, if and when the County is ready.

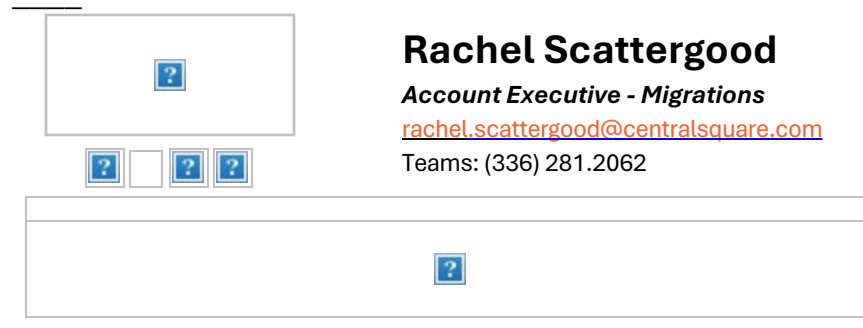
It looks like I put in a request for references back in December, then I completely forgot about it. My apologies! I've reached back out to our references team for this request. We cannot release client names or contact information without their approval, so we will begin contacting agencies to obtain their permission.

Once I have a list of up to five agencies, I will send that contact information over to you.

Again, I very much appreciate you keeping me in the loop.

Best,

Rachel



From: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Sent: Wednesday, March 4, 2026 11:05 AM

To: Rachel Scattergood <rachel.scattergood@centralsquare.com>; Hailie Tennell <hailie.tennell@centralsquare.com>

Subject: RE: CentralSquare ONESolution Quote

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious activities using the Report Phishing Email Button above.

Please forward a reference list of ONESolution users.

Vincent Ritter | CGCIO

Director of Technology/Telecommunications



510 South Dillard Street

Durham, North Carolina 27701

Office (919) 560-7479 | Mobile (919) 316-8789

vjritter@durhamsheriff.org

From: Ritter, Vincent

Sent: Wednesday, March 4, 2026 11:36 AM

To: 'Rachel Scattergood' <rachel.scattergood@centralsquare.com>; Hailie Tennell <hailie.tennell@centralsquare.com>

Subject: RE: CentralSquare ONESolution Quote

Good afternoon,

I wanted to update you on this endeavor. Due to budget constraints at the county level, this process has been drawn out longer than I would have expected. It has not been cancelled, and you have not been taken off of the list. I have an internal meeting on the 13th of this month. After that, I will be scheduling a meeting with you and anyone else you feel needs to be included.

I appreciate your patience and cooperation,

Vincent Ritter | CGCIO

Director of Technology/Telecommunications



510 South Dillard Street

Durham, North Carolina 27701

Office (919) 560-7479 | Mobile (919) 316-8789

vjritter@durhamsheriff.org

From: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Sent: Tuesday, February 10, 2026 9:33 AM

To: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Subject: Re: CentralSquare ONESolution Quote

Good morning,

I hope you're having a great week so far. I wanted to follow up and see if there have been any updates or progress regarding the selection process.

I appreciate your time and am grateful for any information you're able to share.

Best,

Rachel



Rachel Scattergood

Account Executive - Migrations

rachel.scattergood@centralsquare.com

Teams: (336) 281.2062



From: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Sent: Thursday, January 8, 2026 11:32 AM

To: Ritter, Vincent <vjritter@durhamsheriff.org>

Subject: Fw: CentralSquare ONESolution Quote
5 Year Cost Breakdown




Rachel Scattergood
Account Executive - Migrations
rachel.scattergood@centralsquare.com
Teams: (336) 281.2062



From: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Sent: Thursday, December 18, 2025 12:09 PM

To: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Subject: Re: CentralSquare ONESolution Quote

Good afternoon, sir,

Thank you for the update. I have provided a pricing table below which forecasts the cost over a 5-year term.

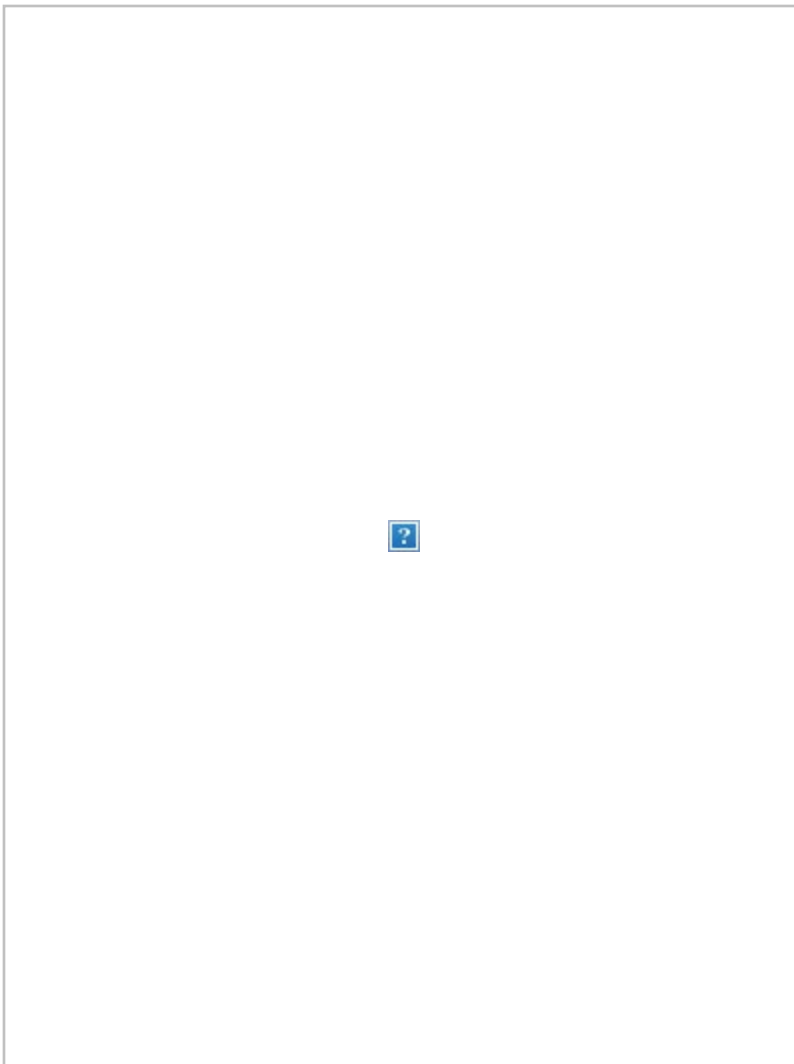
Annual Subscription Fees: Year 1 starts off at what is listed in the original quote. Going forward, there is a standard 5% annual increase. Those increases are reflected in the table below for Years 2-5.

One time fees, such as Implementation Services (configuration, training, project management, etc.) and Data Conversion are billed separately and obviously do not escalate, since they are not recurring.

I tried to craft this information to be as clear as possible, but please ask if you have any questions!

Thanks,

Rachel



Rachel Scattergood

Account Executive - Migrations

rachel.scattergood@centralsquare.com

Teams: (336) 281.2062



From: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Sent: Thursday, December 18, 2025 10:03 AM

To: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Subject: RE: CentralSquare ONESolution Quote

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. Report any suspicious activities using the Report Phishing Email Button above.

Good morning Rachel,

We are still in the discussion phase, but the question came up, can you give us a quote for a 5-year contract? We want our county to be able to plan the funds out farther to give us a more stable financial platform.

Thanks,

Vincent Ritter | CGCIO

Director of Technology/Telecommunications



510 South Dillard Street

Durham, North Carolina 27701

Office (919) 560-7479 | Mobile (919) 316-8789

vritter@durhamsheriff.org

From: Rachel Scattergood <rachel.scattergood@centralsquare.com>

Sent: Wednesday, December 10, 2025 7:17 PM

To: Ritter, Vincent <VJRitter@DurhamSheriff.org>

Subject: CentralSquare ONESolution Quote

Good evening, Victor,

I've attached the completed ONESolution quote for your review.

As we discussed, my priority is ensuring Durham County has a solution that truly meets your needs. If ONESolution is the right fit for your agency, but competitive pricing from other vendors is creating hesitation, please let me know. We're committed to retaining your business, and we can explore creative financing options to make this transition possible.

Please keep me updated on your internal discussions. I want to make sure I'm aligned with where you are in the decision-making process and available to assist as needed, especially as we approach the holidays.

Best regards,

Rachel



Rachel Scattergood

Account Executive - Migrations

rachel.scattergood@centralsquare.com

Teams: (336) 281.2062



CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

DISCLAIMER: The information contained in this e-mail may be confidential and is intended solely for the use of the named addressee. In compliance with the NC Public Records Acts, emails may be considered a public record. If you are not the intended recipient please notify us immediately by returning the e-mail to the originator.

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

DISCLAIMER: The information contained in this e-mail may be confidential and is intended solely for the use of the named addressee. In compliance with the NC Public Records Acts, emails may be considered a public record. If you are not the intended recipient please notify us immediately by returning the e-mail to the originator.

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

DISCLAIMER: The information contained in this e-mail may be confidential and is intended solely for the use of the named addressee. In compliance with the NC Public Records Acts, emails may be considered a public record. If you are not the intended recipient please notify us immediately by returning the e-mail to the originator.

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

DISCLAIMER: The information contained in this e-mail may be confidential and is intended solely for the use of the named addressee. In compliance with the NC Public Records Acts, emails may be considered a public record. If you are not the intended recipient please notify us immediately by returning the e-mail to the originator.

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

DISCLAIMER: The information contained in this e-mail may be confidential and is intended solely for the use of the named addressee. In compliance with the NC Public Records Acts, emails may be considered a public record. If you are not the intended recipient please notify us immediately by returning the e-mail to the originator.

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.

DISCLAIMER: The information contained in this e-mail may be confidential and is intended solely for the use of the named addressee. In compliance with the NC Public Records Acts, emails may be considered a public record. If you are not the intended recipient please notify us immediately by returning the e-mail to the originator.

CONFIDENTIALITY: This message contains information that is confidential and/or may be privileged. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution, or copy of this message or its attachments is strictly prohibited. If you have received this message in error, please advise the sender immediately by reply email and delete this message and its attachment.